NEW BRUNSWICK
SPECIAL NEEDS TRANSPORTATION STUDY

Prepared for:

New Brunswick Department
of Transportation

March, 1987

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RE: Final Report - New Brunswick
Special Needs Transportation Study

Enclosed herewith is our Final Report on this project. I thank you for the opportunity to conduct this interesting study.

for Allan Fiander, P. Eng.
President

ADF/rc

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1.0 INTRODUCTION

1.1 Study Objective

This study evaluated the requirements for transportation services for persons in New Brunswick with special needs*. This included identification of:

a). existing special needs transportation services;
b). the issues and goals of such services;
c). deficiencies in the existing services; and
d). recommendations regarding ways to improve transportation services for those with special needs.

1.2 Study Management

Fiander-Good Associates Ltd. conducted this study under the direction of a Steering Committee with additional assistance and guidance provided by an Advisory Committee. The Steering Committee was composed of:

Douglas Johnson	Dept. of Transportation
Randy Dickinson	Premier's Council on the Status of Disabled Persons
John Campbell	Cabinet Secretariat
Lowell Boyle	Dept. of Municipal Affairs and Environment
Muriel Walker	Dept. of Labour
Maryanne Bourgeois	Dept. of Income Assistance
Derek Bone/Gary Wood	Dept. of Education
Bonnie Hoyt-Hallett/ Joan Fenety	Dept. of Health and Community Services

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* For the purposes of this study, persons with special transportation needs are defined as those who, because of a physical or mental disability, have problems using transportation services.

In addition to the Steering Committee, which was responsible for the management of the study, the Advisory Committee provided additional input from representative segments of the special needs population. The Advisory Committee consisted of:

Douglas Johnson	Dept. of Transportation
Randy Dickinson	Premier's Council on the Status of Disabled Persons
Joanne McLeod	Canadian Paraplegic Association
Myrna Matheson	Atlantic Provinces Resource Centre for the Hearing Handicapped
Bernie Richard	N.B. Senior Citizens Federation
June Hooper	The Canadian Rehabilitation Council for the Disabled
Germaine Richard	Moncton Ability Transit Inc.
Louise Levesque	Canadian National Institute for the Blind
Leo-Paul Pinet	Centre de Benevolat de la Peninsule Acadienne
Lorraine Ringuette	Technicienne en Readaptation Clinique Psycho-Sociale

This study, which was conducted between October, 1986 and March, 1987, included a phased program involving four sets of meetings with each of the Steering and Advisory Committees. As well, extensive discussions were held with representatives of many groups, agencies and departments of government providing transportation related services to the special needs population. Most of the agencies/organizations included in the "Directory of Services Offered to Disabled Persons" produced by the Premier's Council on the Status of Disabled Persons were contacted. These contacts were made during preliminary research conducted prior to this project by the research staff of the Department of Transportation or during the course of this study. In addition, a series of case studies were undertaken which included detailed discussions with representatives of the special needs

population. This was supplemented by general public input solicited through the mechanism of newspaper news releases and announcements for general public input. This public input was solicited by means of advertisements run in the provincial and regional papers during the early phases of the project.

1.3 Study Team

The prime consultant for this study was Fiander-Good Associates Ltd. Advisory assistance was also provided by a number of specialists on various aspects of the topic under study. Senior consultants with the firm of James F. Hickling Management Consultants Limited were the primary advisors to Fiander-Good Associates Ltd.

Advice was provided on transportation facilities/ built environment interface and general accessibility characteristics by Mr. James Barryman and Ms. Patricia Falta. Advice regarding special needs equipment and vehicle modification options and opportunities was provided by Mr. Gary Holmes of Whirlteq.

1.4 Study Focus

The study focused on a range of approaches to improvements regarding special needs transportation services. These approaches identify the following spectrum of service opportunities:

1). The highest priority for service being that associated with providing and adapting individual private vehicles in a manner which maximizes opportunities for individual mobility.

2). The second level of priority for the study focus related to increasing access to existing private and public transportation services; and, where appropriate, expanding these existing services to areas which are currently not served.

3). The third level of priority related to providing new private and public services, where justified.

1.5 Study Scope

The key elements of the work scope included identification of:

1). the market for special needs transportation services;

2). the existing private and public transportation services available to people with special transportation needs;

3). the utilization patterns for the existing special needs services;

4). the current involvement in various levels of government with provision of special needs transportation including specific funding programs and support provided for these services;

5). opportunities for expanded mobility based on enhancing the application of private vehicles, including the needs for special adaptations and modifications;

6). problems regarding access to the current private and public transportation services;

7). deficiencies in the transportation system which impede the mobility of individuals with special needs;

8). mechanisms to maximize the involvement of the private and/or volunteer sectors in providing components of enhanced special needs transportation services;

9). mechanisms to enhance coordination of various transportation services and upgrade the public awareness of services available; and

10). alternatives for provincial cost-shared support, where required, to bring about justified improvements.

1.6 Report Format

All aspects of this project have been concisely documented. This report provides a detailed summary of several key observations developed from the work program (Chapter 2.0). This is followed in Chapter 3.0 by an extensive list of recommendations covering all of the scope items noted above. These recommendations form a framework for providing the transportation services needed to accommodate the broad range of requirements necessary to deal with the types of cases identified in this study. Each recommendation is presented in concise form. This is followed immediately by supplementary comments which clarify the intent of the recommendation as well as define some implementation aspects relating to jurisdictional responsibilities.

Chapter 4.0 provides an implementation strategy based on grouping the recommendations into categories which represent different degrees of ease regarding implementation. These categories also represent varying degrees of funding requirements necessary for implementation.

In addition to this final report, there is a "Background Document" providing substantial supplementary detail on many topics studied. These topics include aspects of the demand, existing service availability and accessibility, goals, issues and deficiencies. It also includes detailed profiles of the case studies which identify the diversity and complexity of the transportation requirements of the special needs population. The Background Document is intended as a supplement to this main report.

2.0 KEY OBSERVATIONS

2.1 INTRODUCTION

This chapter presents an **itemized summary** of several key observations drawn from the research carried out during this study. These observations provide an overview of:

a). the **magnitude and nature of demand** for special needs transportation services;

b). the **accessibility and availability** of existing special needs transportation services; and

c). the **key issues** associated with provision of these services as well as **deficiencies** relating to existing services, or lack thereof.

The observations are presented under **topic headings** which are generally consistent with the format of more detailed information presented in the "Background Document" for this project.

Many of the observations noted in this chapter provide the basis for recommendations cited in Chapter 3.0.

2.2 CHARACTERISTICS OF THE DEMAND FOR SPECIAL NEEDS TRANSPORTATION SERVICES

1). The **demand** for special needs transportation service in New Brunswick is **varied and diversified.** The total estimated population with special transportation needs is **25 to 30 thousand** individuals (compared to a total estimate of the special needs population of about 80 thousand).

2). The **exact** level of **demand for various types** of special transportation needs is **not known** because there is currently no

comprehensive database on the special needs population. However, it is known that the demand for special needs transportation is **distributed throughout all areas of the province.** About **one-third** of the 30 thousand individuals with special transportation needs **have moderate to severe disabilities.** Furthermore, many of these individuals have multiple disabilities.

3). Based on a 1983 national survey of Canadians using intercity modes of transport, the rate of **occurrence** of transportation related special needs is marginally **higher in urban areas** than in rural areas. However, the **difficulty** of providing special needs transportation services **is greater in rural** portions of the province because of the sparse population and the large geographic areas involved.

4). Over **two-thirds** of the individuals with special transportation needs **have mobility related difficulties.** About **20 percent** of the special needs population have disabilities related to a **visual problem** with about **16 percent** having **hearing related problems.** Approximately **one-quarter** of those with transportation related disabilities have **"other" types of problems** including those with mental disabilities.

5). A **large component** of special needs transportation relates to the **senior citizen segment of the population** which has a **higher dependency** on special transportation services than other segments of the population. The **incidence** of disabilities **increases dramatically with age** as is illustrated in Figure 2.1.

6). The total **senior citizen** population in New Brunswick is in the vicinity of **80 000 individuals.** This population segment is distributed throughout the province. Compared to the population as a whole, the seniors population has a greater than average **tendency towards** residing in the **incorporated areas** in comparison to the

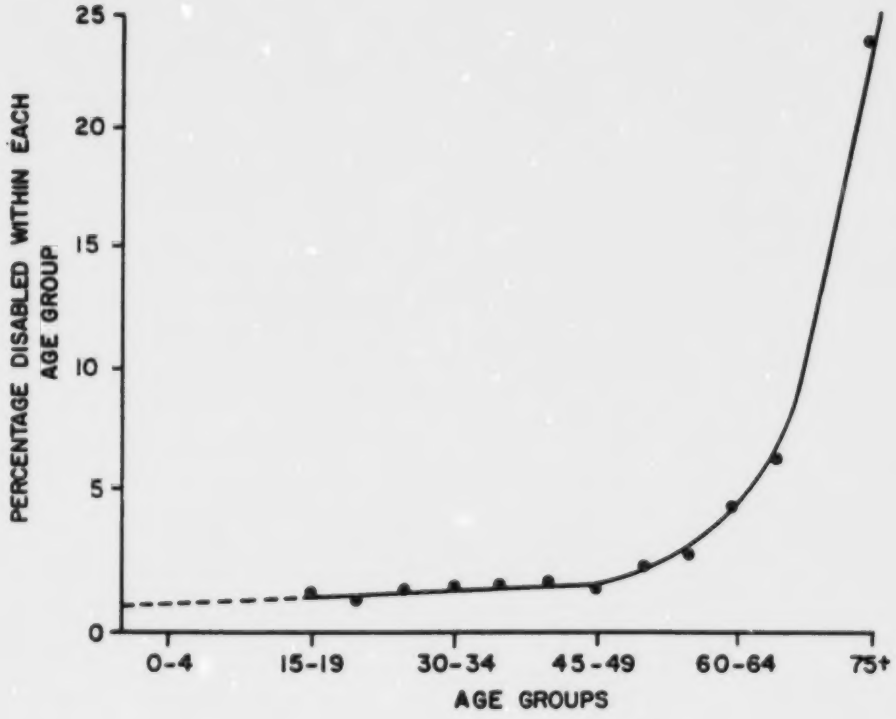

FIGURE 2.1: DISABILITY AND AGE

rural areas of the province. However, the 1981 Statistics Canada data indicated that even given this general tendency, nearly one-third of the seniors population lived in the rural, unincorporated areas of the province.

7). The transportation related difficulties* encountered by special needs individuals ranked according to the frequency of identification are as follows:

a). going up and down stairs/escalators;
b). boarding/disembarking transportation vehicles;
c). moving about in terminals;
d). seeing signs, notices of announcements, etc.;
e). accessibility and maneuverability in washroom facilities;
f). seating on board transport vehicles; and
g). hearing arrival, departure and schedule related announcements.

8). In addition to the above, other recent work regarding public transportation services indicates that for urban areas, "getting to/from a depot/terminal" is also a high ranking difficulty. Another key factor affecting accessibility to existing services is the affordability of these services to the individual. Many simply can not afford to pay for the services even though they exist in some areas.

9). A combined total of nearly 7 500 beds are provided throughout the province in nursing homes and special care homes. Many of the individuals using these facilities are dependent on special transportation services.

10). In excess of 9 000 individuals receive on-going community-based services (other than financial assistance) from the Department of

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* Based on a national survey of special needs in public transportation conducted by the Canadian Transport Commission in 1983.

Health and Community Services. This department's case load for community based services for disabled persons is broken down as follows:

a). senior citizens = 6 700
b). adults = 1 774
c). children = 825

Many of these individuals are highly dependent on special transportation services.

11). The Department of Income Assistance has a total caseload of about 36 000. A total of about 9 300 of these individuals may have special transportation needs. About 5 000 of these people are in the Long Term Established Needs (LTEN) Program referred to as "Basic Regular". This program includes primarily older adults in the 45 - 64 year age group. Nearly 2 900 of the individuals receiving assistance are adults in the "Blind and Disabled" LTEN category (other than senior citizens). There may also be an additional 1 500 individuals with special transportation needs in the Upgrading, Training and Placement program (given the nature of this database, it is impossible to identify precisely how many of these individuals have specific transportation needs).

12). Many characteristics of the special needs population segments indicate that the demand for special needs transportation services is distributed throughout all geographic regions of the province. Even though the magnitude of the demand will be greater in the urban areas where the larger concentrations of people reside, the demand is distributed throughout all of rural New Brunswick.

13). Although there is demand for special transportation services throughout the province, the nature of demand and potential services is different in the rural and urban areas. Furthermore,

the demand has unique features in different regions of the province (such as the Acadian Peninsula and the Northwest Region). Potential solutions to the transportation needs must incorporate sufficient flexibility to allow the local agencies/groups freedom to adapt potential services to meet these unique requirements which exist from region to region. Furthermore, the most appropriate means of serving a specific region should be evaluated in light of the unique service requirements and the option most appropriate for the region in question.

2.3 EXISTING TRANSPORTATION SERVICES

Government Support

14). There is currently a broad range of services provided by various departments of the New Brunswick government. There are also transportation services provided by service clubs, volunteer groups and rehabilitation organizations. All of these provide financial assistance of various forms and degrees but there is a lack of standardization in the manner by which services are delivered. There is, however, a lack of coordination between some groups/agencies and government departments.

15). With the exception of Fredericton's involvement in providing a parallel (fare) bus service for special needs and the limited contributions in Moncton and Saint John, government assistance is provided primarily by the province. This has been supplemented during the past few years by federal programs aimed, to a large extent, at assisting acquisition of vehicles (and infrastructure) for public transportation services. Until recently, these federal transportation programs have not been oriented primarily at special needs transportation. There is also a redemption on federal fuel tax for private vehicles operated by disabled persons. However, this redemption is not commonly utilized

due to the limited private vehicle travel by disabled persons. In some cases, there also appears to be a reluctance to claim the redemption due to the administrative procedures required.

16). The general **lack of municipal government initiatives** regarding special needs transportation is consistent with the **overall lack** of initiative by municipal governments in New Brunswick to deal with **any aspect** of **public transportation.** This is the case in all but the three largest cities of the province. The other cities, as well as **all** towns and villages, make **no** specific provision for assistance to **public transportation** in general (let alone special needs transportation). **A basic public transportation service would address many of the special needs requirements in the municipal areas.**

17). The overall fleet of special needs vehicles for each of **seven major service categories** is illustrated in Figure 2.2 (See the Background Document for more detailed information on each of the seven service categories). This indicates that a total of **113 vehicles** are providing special needs transportation service throughout the province. In addition to these vehicles (which are vans or buses specifically designated for special needs transportation), about **220 other vehicles** provide special needs pupil transportation under **conveyance contracts** with the Department of Education. As well, the Departments of **Health and Community Services and Income Assistance** provide significant annual **expenditures for special transportation services** required by taxi and other related vehicles.

18). The **support** provided by the **Departments of Health and Community Services and Income Assistance** have **evolved** out of a **need to fill a gap in the services** required by their clients. More explicitly, although transportation is not the mandate of these departments, they have both been providing funds for transportation

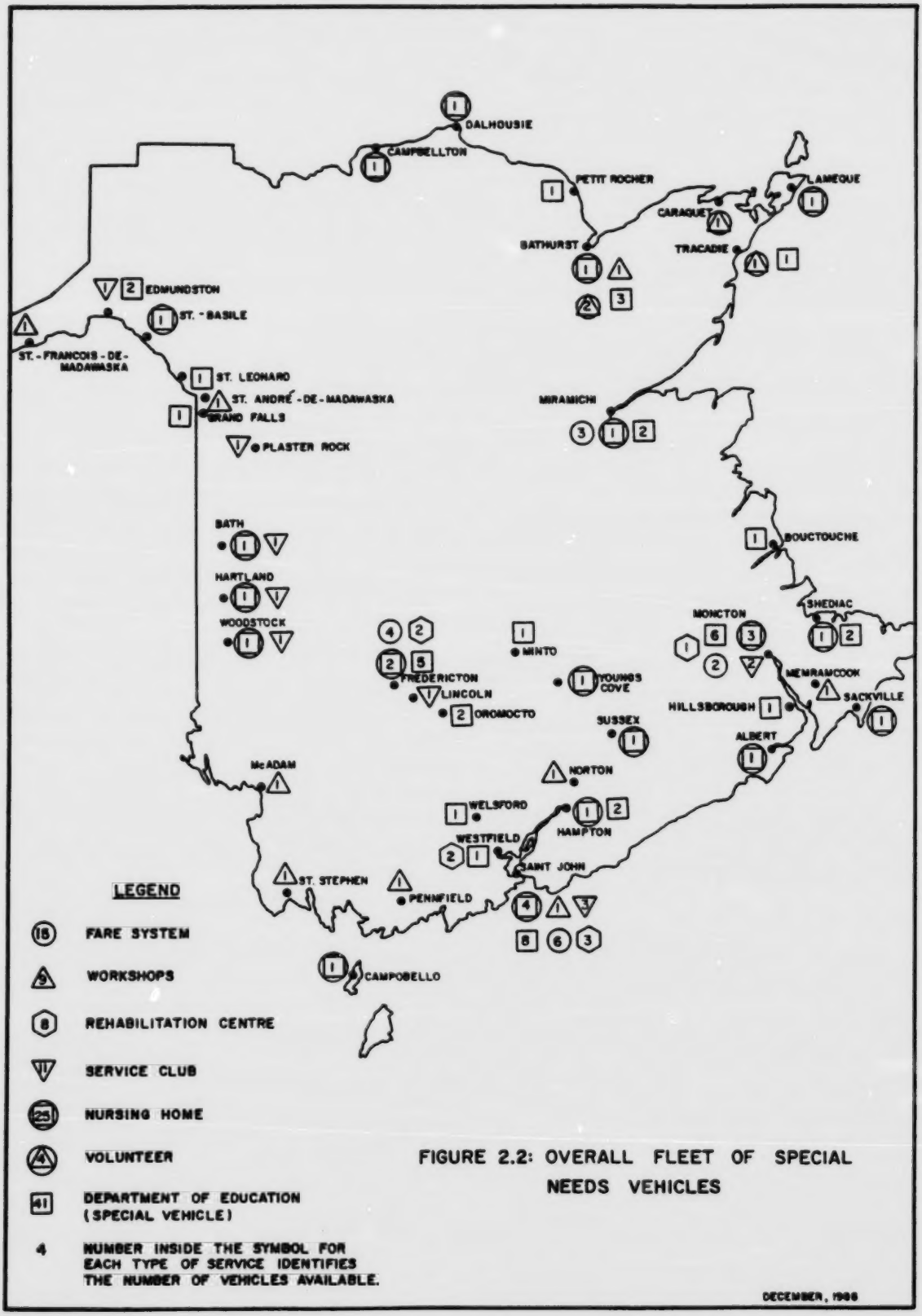

FIGURE 2.2: OVERALL FLEET OF SPECIAL NEEDS VEHICLES

related services and equipment because these essential requirements were simply not being addressed by any other department of government. During the past fiscal year (1985-86) these two departments spent a combined total of about $635 000 on special needs transportation services.

19). In addition to the general financial support for transportation services to individual clients, during the past year the Department of Health and Community Services also provided about $17 000 and $14 000 respectively to the Miramichi Accessible Transit and Moncton's Ability Transit Inc.

20) During the past fiscal year (1985-86), the total direct expenditures by provincial government departments in New Brunswick on special needs transportation services was about $2.75 million.

21). The major provincial involvement regarding special needs transportation is that associated with services provided by the Department of Education. This department's budget for the current year (1985-86) regarding transportation services to aid in educating individuals with special needs is over $2.1 million. Although this relates primarily to provision of services to children, a total of 135 adult students (mainly those attending adult workshops) are accommodated on 50 of the regular school buses at various locations throughout the province.

Fare Systems

22). The parallel special needs "fare systems" operated in the three larger cities and the Miramichi region have all developed to serve a critical need. Although similar in nature, these systems are tailored to the specific needs of the areas served. They all provide generally good service to the segments of the special needs population being served. However, all of these systems are serving only a portion of the total special needs market in

these areas. All four services suffer from the inability to generate sufficient funds to provide the service level necessary to meet the overall demands from all segments of the special needs market in their service areas. In fact, in all four locations where fare systems are provided, there is **substantial demand for service expansion** regarding all of the following: **a).** the **hours** of the day; **b). days** of the week; **c). number of vehicles** operated; and **d).** the **geographic area covered** by these services. The issue of geographic service area is most evident in the Moncton region where service is limited to the City of Moncton even though there is substantial demand in the neighbouring communities of Riverview and Dieppe. The existing service **limitations** are due to **capacity and funding** limitations of the existing service in Moncton.

23). Operators of the above noted **"fare systems"** generally all experience **difficulty** in developing service further than the current levels due to the **uncertainty of commitments** for services provided through the Department of Health and Community Services. This appears to be further complicated by apparent **differences** in approach followed in different districts. As well, there appears to be **inconsistency** from time to time even within a given district. Formulation by this department of a clear set of province-wide guidelines to be applied consistently would enhance the operation of these special needs transportation services.

24). Another key feature of the **"fare"** services relates to **trip purpose priorities.** Generally, these services have been designed to accommodate specific needs of the areas being served. For example, in Fredericton the service was set up with a medical trip priority. This service was, and continues to be, needed; but the overall effectiveness of this system has been reduced by the emphasis on the **medical** trip priority. Most systems of this nature place higher priorities on **work and education** trips with **medical**

receiving the third priority rating followed by "other trips" such as social and recreational functions. Medical trips should not be the first priority for these services. It is essential that common sense prevails in the dispatching function in order to maximize service to the special needs population. It is also necessary to recognize the unique features of different areas of the province. However, where possible, all trip purposes should be given equal priority.

25). The existing fleets are not being used to their maximum capability. Vehicle utilization levels could be increased in some instances by greater coordination of trips which can be accommodated simultaneously, regardless of trip purpose.

26). The services operated under the "fare systems" category normally have restrictions which eliminate many who have legitimate special transportation needs. These restrictions obviously exist not because of a lack of desire by the operators to provide expanded service but from the lack of ability to provide the service due to limited equipment and financial resources to cover operating costs.

27). A large portion of existing special needs "fare" services are provided only to those with extremely limited personal financial resources. Typically, these fare services cater to those who are dependent on some form of income assistance. Those who are managing marginally on their own are receiving a lower level of service (if any at all). This discriminatory approach is inconsistent with an equitable approach to service and points to the need for a carefully developed set of eligibility criteria which acknowledge variations in the user's ability to provide for their own services.

School Bus System

28). There is substantial **community interest** in having **increased utilization of the school bus fleet** for various non-school related transportation services. In some respects, this concept provides a potential opportunity to increase service. On the other hand, it should not be used simply as a means of transferring responsibility from one department to another. Although the concept of increased use of school buses has merit, the **realities of the cost** of this potential expansion of service **must be recognized.**

29). **Current legislation** regarding use of school buses for non-school activities **hampers** increased use of school buses for special needs services. Section 31 of Regulation 84-160 under the Schools Act (O.C. 84548) makes provision (given certain restrictions regarding the distance of travel and reimbursement/compensation for vehicle related costs) for use of school vehicles by an organization of 20 or more senior citizens. However, this service is limited to a maximum of **three trips annually for each organization.** Section 32 of the above noted regulations enables the Minister to **"order the use of a school vehicle for a purpose other than the conveyance of pupils"** under **"emergency or exceptional circumstances".** Section 32 has been utilized to provide transportation for adults attending sheltered workshops. Although this approach provides an interim solution to a limited number of emergency cases, the requirement for direct ministerial approval of each case is not the most effective means of expanding use of school vehicles for special needs services. The school bus fleet could provide increased special needs services on a more regular basis if a more effective mechanism were available for service delivery. It must also be recognized that **increased services** from the school bus fleet **will obviously incur additional costs.**

30). There are many **operational procedures** which would have to be **examined** in detail on a **vehicle-by-vehicle basis** to implement

expanded service by the provincially owned school bus fleet. This evaluation would include such items as the logistics of transfer to/from off-period drivers, vehicle storage, vehicle maintenance and development of a schedule of fees for provision of these services. Changes in existing operational procedures may also be restricted due to terms of the existing collective agreement with the school bus drivers.

31). Given the existing school bus fleet characteristics, the **greatest potential** for increased use of this fleet exists during the **summer months or the evenings and weekends** when the fleet is normally not utilized. The most accessible portion of this fleet is the **private fleet** which is contracted to the province during the school year. There is currently a fleet of **61 contracted vehicles** (generally in the small to large bus range). These vehicles are distributed **throughout the province.** This fleet is owned by private individuals/companies who would probably be interested in **expanded opportunities** for the operation of these vehicles at times when they are not required under the terms of their contracts with the Department of Education. This may have implications regarding motor carrier licensing under the Motor Carrier Act. This topic requires further consideration.

Sheltered Workshops

32). A total of **9 vans** are provided throughout the province for purposes of transporting adults to **sheltered workshops.** Generally, these vehicles can accommodate 15 to 20 passengers. Only **two** of the 9 vehicles in this category have **wheelchair lift** capabilities. Most of these services are operated by **employees or staff** of the workshops. These vehicles are typically used only during the morning and the afternoon for picking up and returning students to their residences. Although some of the vehicles used in this service are reaching the limit of their useful life, others are in good shape. These vehicles also represent a **potential fleet**

which could be utilized for other special needs purposes during the hours when they are not required for transporting students to the workshop. This would obviously imply a need for increased efforts regarding coordination and dispatching of vehicles as well as an increased need for drivers (since many of these vehicles are currently operated by workshop staff).

33). There are several workshops (particularly in the northwest) which are in need of additional services to provide transportation for workshop participants. Several of these facilities have difficulty generating sufficient revenues to cover vehicle operating costs. The nature of these needs will probably change as the transition is made from the current, more institutionalized approach to a more "normalized" or "mainstreamed" approach to health and social services. The trend throughout New Brunswick is to reduce the functions of workshops and integrate special needs persons into the normal daily activities of society. This will reduce the need for specific vehicles to service individual workshops. On the other hand, it will eventually increase the demand for overall special needs transportation services.

Nursing Homes

34). A total of 25 vans/small buses are operated in conjunction with nursing homes. Ten of the twenty-five vehicles providing this category of service are restricted for use only by residents of the respective nursing homes. The vehicles operated by the remaining homes provide service to other individuals under varying conditions. Increased use of these vehicles by others should be encouraged.

Service Clubs

35). In addition to the fact that 8 of the 25 vehicles operated by nursing homes were donated by various agencies such as Lions

Clubs and Rotary Clubs, an additional 11 small vans are operated by service clubs throughout the province. Most of these vehicles do not have wheelchair capabilities but are used for others with less severe mobility restrictions.

36). There is potential for increased service from these vehicles, both through upgrading to provide wheelchair lifts on some vehicles that are not currently equipped and, in some cases, through increased vehicle utilization. An increase in the utilization would obviously require more detailed evaluation of the services provided by each vehicle. However, it is anticipated that through coordination and discussion, it would be possible to increase utilization levels for some of these existing vehicles. This is particularly true for those vehicles which are currently operated with user eligibility restrictions.

Volunteer Groups

37). The presence of services operated by volunteer organizations is relatively limited. All three of the existing exclusively volunteer services are in the Bathurst/Acadian Peninsula area. The limited number of volunteer services is probably indicative of the general difficulties which occur with respect to operation of such services. Although many of the existing operations in the province receive substantial input from volunteers, several have noted they would not be able to operate effectively, exclusively on the basis of volunteer help.

38). Input received from several agencies, organizations and individuals throughout the province has posed the prospect for increased use of volunteer services. However, the limited existence of volunteer transportation services is more indicative of the generally poor experience with such volunteer services throughout North America. Even though there are many successful community support

services provided on a volunteer basis, this approach to transportation services is generally very susceptible to failure. Certainly, the key to success for volunteer organizations is a large, committed group with several individuals who are prepared to provide on-going organization, management and monitoring of the service. The volunteer success rate has not been good for transport related services which require long, demanding periods of commitment from individuals (such as would be required for a bus driver).

Rehabilitation Centres

39). Special needs transportation services provided by rehabilitation centres are currently limited primarily to the three vehicles operated in conjunction with Centracare in Saint John, the vehicle run by Early Family Intervention Inc. in Moncton, the vehicle(s) operated by the Worker's Compensation Board Rehabilitation Centre in Grand Bay and the two vehicles operated in Fredericton by the Forest Hill Rehabilitation Centre and the Canadian Rehabilitation Council for the Disabled. The two vehicles available in Fredericton are both reaching the limits of their useful life, and are consequently, not normally utilized for general services to special needs individuals. Typically the services provided by this type of organization are very specialized and are limited exclusively to individuals receiving assistance from these agencies.

Intercity Services

40). For longer distance travel on intercity movements between centres in New Brunswick and for connections to points outside of the province, passenger transportation services are currently substantially less than totally accessible. This is especially true for those with severe mobility restrictions. The level of accessibility varies depending on the mode of travel. All of the intercity modes (air, rail, bus and ferry) are important for a variety of trip purposes including medical, business and recreational activities.

41). The interprovincial ferry services between New Brunswick, Prince Edward Island and Nova Scotia have achieved the greatest degree of accessibility. Air service is probably the second most accessible mode with rail service being more difficult and intercity bus service the least accessible mode.

42). The degree of accessibility of air service varies depending on the realm of travel desired. For example, accessibility for the longer distance intercity service involving connections westbound to other points in Canada is better than is the case for service within the Maritime Provinces and between points in New Brunswick. This is due to the greater degree of difficulty in accommodating transfers to/from the smaller aircraft used within the Maritimes compared to the jets which are used on the longer distance connections to points west of New Brunswick.

43). The major difficulty with the medium-sized turbo-prop aircraft used within the Maritime/Atlantic Provinces relates to the capabilities for transferring people with more serious mobility restrictions (wheelchairs, etc.) to and from the aircraft. The problems with this size of aircraft relate to the necessity to use front-end lift type of equipment for the wheelchairs at the smaller terminals (larger terminals at locations such as Halifax have direct loading ramps/ gangways to the aircraft).

44). A number of comments have been made regarding encounters with intercity carrier staff who are not properly trained to recognize and deal with individuals having special transportation needs. This observation is based on several specific comments noted in our research and is not necessarily consistent with recent observations on this topic in other areas of the country. Although many carriers have made efforts to train staff on these matters, it appears warranted to assess the needs for additional staff training. This should include evaluating the demand for an expanded, coordinated education and training program for carrier staff dealing directly with the travelling public.

45). The primary difficulty with rail service is with respect to the convenient and safe transfer of passengers in wheelchairs to/from the train. On the trains, there are also problems regarding mobility in the aisle and accessibility of washrooms.

46). The key intercity bus services in New Brunswick are on the major arterial highway network. This is also complemented by regional services in some areas. The intercity bus services on the main arterial highway routes provide a reasonable level of service given the nature and character of the areas served. However, the buses are generally not accessible to those with moderate to severe mobility restrictions (except for special provisions made on routes serving the Fredericton, Saint John, Moncton triangle). This general inaccessibility characteristic is typical of many Canadian intercity bus services.

47). The best potential for enhancement of intercity bus designs to increase accessibility is that associated with the current demonstration accessible, prototype bus (Access-O-Bus) which has been sponsored by Transport Canada. This vehicle is on a national tour which provides the opportunity for various intercity bus companies to utilize the vehicle in their regular fleet on an experimental basis for certain periods of time (it will be used by SMT Limited starting in the late winter/spring).

48). With the exception of the larger and more modern intercity bus terminal facilities in Saint John and Moncton, most of the other terminals in New Brunswick are modest in nature. In places where specific terminals are provided, they should be made accessible. In particular, those in the primary centres (including Edmundston, Campbellton, Bathurst, Newcastle and Fredericton) should be accessible to those with special needs.

49). The interprovincial ferry services between New Brunswick and Prince Edward Island and Saint John - Digby are not fully

accessible but have experienced improvements in recent years. This comment applies to both the terminal buildings and the vessels. Although the Prince Edward Island and Bay of Fundy services both have vessels capable of accommodating people with mobility restrictions and other special needs, two of the additional vessels utilized on the Prince Edward Island run during the summer months have limitations with respect to accessibility.

50). The **Grand Manan ferry service** is the only intra-provincial ferry service requiring more than a short vessel crossing during which the passengers are required to leave their vehicle. The vessels on this run are **currently not accessible.** Planning and design for any future changes on this service (including both terminals and vessels) should make specific provision for special transportation needs.

51). There are common concerns for **all intercity modes** of passenger transportation with respect to the ability to deal with individuals with **hearing and visual** disabilities. These points include items relating to general terminal **accessibility,** visual and audible **information display** techniques in the key terminals as well as **central information systems** regarding schedules and related details for all modes of passenger transportation. To be effective, these systems must be equipped to accommodate **communications** for those with **both hearing and visual disabilities** (ie. speech and video displays such as volume control telephones and TDD's).

52). Currently there is **inconsistency** in terms of various **carrier's** approach to provision for **necessary attendants** at a **reduced fare.** This applies for both intercity and urban travel (by all modes). There is a major **need for standardization** of the approach taken by carriers on this topic.

Urban Transit Services

53). Individuals with **special hearing and visual needs** also have difficulties using the **general public transportation systems** in

urban areas. This includes both the public transit systems in the three cities where this service is provided as well as the taxi services throughout the province. The difficulties encountered with urban public transport systems for this segment of the special needs population are similar to those for the intercity modes (ie., as noted in Observation #51).

54). A specific problem for those with vision disabilities relates to identification and recognition of public transport vehicles relative to others. Specific suggestions for color contrasting vehicle signage identification systems are needed. This special needs group also requires specific attention by drivers regarding assistance in identifying desired stops. There is also a need for a standard approach by all carriers regarding appropriate provision for accommodating guide dogs on transit vehicles.

55). There are several key factors affecting the special needs for those capable of using a conventional public transportation system. These factors relate primarily to individuals with marginally limited mobility. This applies to many senior citizens and others who have limited mobility in terms of the ability to: a). walk extended distances; b). negotiate stairs; and/or c). stand for extended periods of time. There are many individuals who could be accommodated on a regular public transport system if the service is designed with these factors in mind. However, only three cities in New Brunswick provide general public transportation services.

56). Individualization is a key ingredient of special needs transportation services. This is critical both in terms of private vehicle use and (where appropriate) in terms of maximizing use of existing public transportation systems. For the latter, this applies to intercity as well as urban services. Specialized services are required where the needs can not be accommodated on an individual (self-reliant) basis or

integrated into the regular public transportation services (both bus and taxi). Specialized services can take many forms including parallel, "fare" systems utilizing small vehicles including vans and mini-vans as well as taxis.

2.4 OTHER CANADIAN EXPERIENCES WITH SPECIAL NEEDS TRANSPORTATION

57). Most provinces other than New Brunswick and Prince Edward Island have specific programs supporting transportation services for those with special needs. Many of these special needs transportation programs include both capital and operating cost components. Typically, the operating cost component is based on a fixed, per capita allotment depending on the population of the area served. The other common approach is that of paying a percentage of the operating deficit. Nova Scotia is the only province in the Atlantic Region which has a widely used comprehensive program of assistance for special needs transportation. Their program includes both capital and operating cost components with a basic per capita subsidy for the operating component. It should be noted however, that the Nova Scotia special needs policy applies essentially only to parallel transit types of special needs services. It is also relevant to note that most other provinces have a system of conditional grants supporting specific services rather than the comprehensive, unconditional grant structure in New Brunswick. The existing unconditional municipal grant structure in New Brunswick does enable municipalities to support urban transportation services. However, only the three largest cities use this mechanism to provide any form of public transportation.

58). Recent experiences in several Canadian provinces (including Nova Scotia and Quebec) have indicated a substantial benefit in subsidizing the cost of taxi service as a component of the overall special needs transportation system. This has been used in both rural and urban areas. In Nova Scotia, the initial service in the rural, Yarmouth - Argyle region was based on provision

of buses with wheelchair lift facilities. This proved to be unacceptable for a variety of reasons (some of which are probably applicable to rural New Brunswick). Subsequent to the initial wheelchair bus service, taxis have been utilized for the special needs component of this regional, urban/rural transit operation. Utilization of taxis as an element of the special needs service has obvious applications in New Brunswick.

59). The Access-A-Bus parallel transit service in the Halifax-Dartmouth area also incorporates taxis as a critical component of this special needs service. This has provided the opportunity to achieve a substantially higher utilization of the wheelchair equipped vans for those with more severe mobility restrictions. This approach of utilizing subsidized taxis as a component of the special needs transportation service is an appropriate element of an improvement program for New Brunswick.

60). Experience in other Canadian jurisdictions indicates the following critical ingredients for successful operation of parallel transit services for special needs:

a). At the local (municipal) level, a well managed and controlled coordination/management group is required. This group should have responsibility for coordinating and dispatching all special needs transportation service through a central dispatch facility. This group should include direct representation by a member(s) of the special needs population.

b). A specific and well monitored set of eligibility criteria for the various components of the special needs service is necessary.

2.5 KEY FEATURES OF SPECIAL NEEDS SERVICES

61). Individual case studies and detailed discussions with many groups/ organizations serving New Brunswick's special needs population have provided a comprehensive appreciation of the **vast diversity** of special transportation **requirements** throughout New Brunswick. The **following key points** can be noted:

a). There is a **broad range of special needs** including those relating to individuals with physical and mental disabilities. The key physical disabilities are those relating to mobility restrictions and vision and hearing limitations. A major concern for those with mental disabilities is the restrictions on the individual's ability to use the transportation services independently (ie. without the services of an attendant).

b). Because of the limited extent of existing special needs transportation services, a significant portion of current special needs trips are for **medical** related purposes. These trips include **local** trips to medical centres and facilities. As well, **longer distance** trips to regional facilities **within the province** and, to a lesser extent, intercity travel to facilities **outside** of the province are required. Although this element of user demand is critical, it is only **one component** of the overall spectrum of services required to integrate the special needs population into the normal functions of society.

c). The delivery of social programs in New Brunswick is currently being reoriented away from institutionalized and group treatment. The new approach is to **integrate** the special needs person into the **"normal"** functions of

society to the maximum extent possible. This trend towards increased "normalization" and "mainstreaming" of social services will result in an increasing demand for special needs transportation services. This will occur not only in the short to medium term but will continue into the long term. The continuing long term increase in demand will evolve from the expanded activities which the younger people will achieve as a result of the normalization process. Obviously, this will impact on the subsequent, adult related demand as the population matures.

d). The general problems and difficulties in accommodating special needs transportation increases as the age of the special needs population increases. This is true of all components of the age spectrum. For example, as children grow they become heavier and necessitate greater efforts for assistance if they have mobility limitations. This tendency continues throughout the age spectrum to senior citizens where there is generally decreasing mobility and increasing need for assistance and/or more specialized transportation services. In some cases, this exerts heavy demand on the physical assistance required from attendants.

e). Currently, only a portion of the overall special needs population is receiving transportation services. The systems which are in place have been developed for, and are generally catering primarily to, the segments of the special needs population which have the most severe needs. Furthermore, these services are generally oriented to those with the most severe limitations regarding the individual's/family's financial resources available to

provide transportation services. In a large portion of cases, the individuals receiving assistance have little or no income other than assistance received from the Departments of Health and Community Services and Income Assistance. Many of these have extremely limited personal financial resources and are totally dependent on this form of assistance for the minimal existing levels of transport services available in many areas of the province.

f). In many cases, existing special needs transportation services (especially if they were expanded) provide the potential mechanism for these individuals to function normally and participate effectively in the work force. Without such a system to allow special needs persons to continue educational/vocational programs and enter a productive role in the labour force, they may always be dependent on assistance. For many, the need for such assistance could eventually be reduced, or eliminated, with appropriate development of transportation services which would enable these people to become self reliant.

g). There is also a segment of the special needs population which has limited, marginal, or no transportation services simply because they are managing to provide for their non-transport requirements without the need for assistance towards basic social services or income supplements. Consequently, these people (especially those in rural areas and smaller communities) are deprived of normal accessibility opportunities. Furthermore, in some cases they are ineligible for the limited special needs transportation services which do exist.

h). There is a **segment** of the special needs population for which **financial resources are not a key factor.** This group **suffers due primarily to** a general **lack of accessible transportation services.**

i). Throughout the spectrum of special needs transportation services there is a need to **recognize** the **role** of the **family/household unit.** In many cases, the family is **providing exclusively and independently** for the needs of people with special needs. There are **other cases** where there is a **need** for the **family** to **expand** its support function. **Expansion** of this support may, in some cases, require **supplementary support** for elements of this service (mechanisms for increased support are defined in Chapter 3.0).

3.0 RECOMMENDED IMPROVEMENTS TO THE SPECIAL NEEDS TRANSPORTATION SYSTEM

3.1 Introduction

This chapter details the proposed recommendations for improvements to special needs transportation services in New Brunswick. Recommendations are presented as brief statements of improvements with supplementary comments where appropriate.

Implementation of these recommendations would result in a system of transportation services capable of substantially enhancing the mobility of those with special transportation needs. The proposed recommendations were based on acceptance of the basic principles of equality explicit in the "Canadian Charter of Rights and Freedom". These principles have already been acknowledged by the provincial government as is evidenced by the province's official proclamation on the "Decade of Disabled Persons".

The special needs transportation recommendations reflect a cognizance of the transition process which is currently taking place regarding provision of health and community services in New Brunswick. This transition involves a divergence from the previous, more institutionalized approaches to community services towards integration of special needs individuals into the mainstream of society. This transition is currently evident in the programs available through the Departments of Health and Community Services and Income Assistance. This general policy towards normalization/mainstreaming is also evident in the programs and approaches taken in recent years by the Department of Education.

Given this thrust, recommendations have been proposed which would enhance the ability of those with special needs to participate in the normal functions of society. These functions include work, educational, medical, social and recreational activities. The recommendations provide a mechanism to develop a transportation system, over a period of time, which would provide substantially increased

accessibility for those with special needs. The long term objective would be to move toward improved accessibility by means of an enhanced transportation system, including a broad range of services. This system would allow persons with special transportation needs to participate to the maximum extent possible in normal daily activities.

The recommendations for special needs transportation services have evolved from detailed evaluation of the nature and character of the demand for these services throughout the province. Research conducted during this project has provided a comprehensive overview of the spectrum of services required. This includes an appreciation of the following features which highlight the diversity of special needs transportation requirements:

a). the unique characteristics of transportation services required by some segments of the special needs population;

b). the urban/rural differences in special transportation needs;

c). the unique nature of special needs in some specific regions of the province; and

d). the levels of dependency on special needs transportation services by some segments of the special needs population.

The focus of the proposed recommendations is highlighted by the following general statements of priority:

a). Emphasis is placed on maximizing the opportunities for individualized, private transportation where this is a reasonable approach.

b). This is followed in priority by progress towards **integration** of special needs services **with the primary public transportation services.**

c). However, because of the unique requirements of many individuals with special needs, it is also necessary to have **specific services tailored** to their **unique needs.** This component of transportation service includes provision for **expanded and new parallel** transit (ie. fare) systems as well as expansion of **taxi** services in certain circumstances.

Self-reliance is a key ingredient of the recommendations contained in this document. At the same time, depending on circumstances, there is a need for assistance of various forms by different elements of the public sector. Nevertheless, the concept of **self-reliance prevails.** This concept is evident by a set of proposals which require **commitments on behalf of** the individuals, groups (including families) and organizations which might need **assistance.** This **reduces** the potential **disincentives** associated with "freebies" and "handouts". Integration of the concept of self-reliance and the emphasis on maximizing potential individual mobility opportunities have resulted in suggesting a **cost-shared approach** to most elements of our proposal (even though it is on a graduated scale depending on the resources available to the individual in need).

Many of the recommendations will require extensive **followup** work to determine appropriate **operational and monitoring** procedures. This is especially true of items which involve **interdepartmental cooperation and coordination.** It is also true regarding detailed identification of specific needs and selection of the most appropriate type of service for many of the small rural and urban areas of the province as well as specific elements of service in some of the larger urban areas.

However, many of the recommendations involve items which have marginal impacts in terms of cost and can be implemented with little difficulty.

Even some of the items involving more than one government department or non-government agency can be implemented with minimal cooperation and coordination and limited costs. The remainder of this chapter describes the specific recommendations. This is followed by Chapter 4.0 which presents a summary of the recommendations including an indication of the degree of jurisdictional cooperation/coordination required and the extent of financial impacts on various sectors. This provides a strategy by which the recommendations could be implemented in a progressive manner throughout the balance of the "Decade of Disabled Persons".

3.2 Proposed Recommendations

This section starts by presenting the basic objective of the recommended improvements to special needs transportation services in New Brunswick. This is followed by outlining a series of underlying principles upon which the recommendations are based. These principles are followed by a number of general recommendations which in turn are followed by items related to specific elements of the special needs transportation system (ie. fare systems, school buses, etc.). Where appropriate, the underlying principles, general recommendations and specific recommendations are explained by supplementary comments.

Objective:

> **To improve transportation services for persons in New Brunswick who, because of a physical or mental disability, have problems using transportation services.**

Fundamental Principles:

a). **The approach to special needs transportation services should have the flexibility to adapt to the specific needs of various segments of the special needs population.**

This implies a need to recognize the unique nature of services required to address various types of disabilities and the possible options for provision of service. This will enable tailoring the most appropriate solution to the specific needs of a given area/region.

b). Enhancement of individual self-reliance regarding provision of transportation services is a top priority.

The focus of the recommendations places priority on private vehicle utilization. This includes initiatives to assist in adapting and modifying conventional vehicles, such as cars, small vans or regular vans. It also includes non-conventional vehicles in urban areas such as motorized carts or buggies (some of which could be used in all seasons).

c). Where appropriate, expansion of existing services is the second order of priority.

The basic approach for provision of special needs services is to expand on existing services if possible. This is supplemented by recommendations for totally new services, where necessary.

d). The severe limitations on the financial resources available to many special needs individuals necessitate cost-shared support mechanisms.

Many of those with special transportation needs have extremely limited financial resources. In fact, many of the current users of these services are receiving income or some other form of assistance. In some cases, these people can not afford to pay normal fares on public transportation systems, let alone consider the full costs of providing and operating their own private vehicle.

e). Although public sector support is required for some elements of the special needs transportation system, cost-sharing should be an integral component of the special needs transportation system. This is required as an incentive to self-reliance and individualized participation.

Even though there are many who are unable to provide transportation services totally on their own, the concept of self-reliance should be a key element of the delivery mechanism. For this reason, a cost-shared approach is inherent to the proposed recommendations.

Funding Implications

1). **The Interdepartmental Committee of the Cabinet Secretariat, in conjunction with the Cabinet Committee on Social Policy and Programs, should coordinate implementation of the recommendations in this report.**

It must be recognized from the outset that the program of transportation services implicit in the following recommendations requires commitments for potentially major sums of additional funds. Many of the recommendations dealing with key aspects of special needs services can not be implemented within existing budget allocations. The basic steps envisaged for the implementation process are:

a). The Interdepartmental Committee would coordinate the implementation functions and request each affected line department to submit their initiatives and budget requirements for the aspects of the special needs programs falling within their jurisdiction. The Chairman of the Interdepartmental Committee (with the assistance of the DOT Transportation Advisor) should provide initial direction to the respective departments on the nature of initiatives falling in their jusisdiction based on the recommendations of this study.

b). Given this input from individual departments, the Interdepartmental Committee would recommend to the Executive Council (through the Cabinet Committee on Social Policy and Programs) an overall program for implementation. This would include designation of items and funds required for respective line departments.

c). Subsequent to budget appropriations by Executive Council to line departments, the Interdepartmental Committee would have the mandate and responsibility for on-going monitoring of implementation activities by the line departments. This is necessary to ensure various aspects of the program are being implemented in accordance with the intended program and a predetermined schedule.

In addition to coordinating specific departmental budget requirements for the early phases of implementation, the Interdepartmental Committee should recommend provisional allotments to assist in evaluating the medium to long term impacts of expenditures which could be required as a result of these recommendations. This should include provision for additional evaluations to determine the potential magnitude of impacts once the current, more comprehensive database of the special needs population segments is available from Statistics Canada later in 1987/88. This work should be done by the Department of Transportation (ie. Recommendation #5).

There is need for funds for several potential demonstration projects identified in this study (see Chapter 4.0). The long term impacts of these items would depend on the outcome of such demonstrations.

General Recommendations

Prior to noting recommendations regarding specific aspects of the special needs transportation system, it is important to identify a number of general items. Many of these relate to several components of the special needs transportation system. Some relate to specific government departments and/or elements of the private sector while others apply across several sectors. These general recommendations are followed by those relating to specific elements of the overall special needs transportation system such as fare system, school bus utilization and urban transit systems. The following sequence of presentation for the recommendations is not necessarily indicative of the priorities for implementation.

The general recommendations are:

2). **A COORDINATION GROUP should be established to coordinate all special needs transportation functions provided by the provincial government.**

Several departments of the provincial government are currently involved in providing elements of the transportation services to individuals with special needs. There is a major need for coordinating the delivery mechanism for these services. Therefore, it is recommended that a special needs transportation COORDINATION GROUP be established. Given existing government structures, this function can best be performed by the Interdepartmental Committee which has been established by the Cabinet Secretariat for implementing the "Action Plan for the Disabled in New Brunswick". The Interdepartmental Committee is currently composed of representatives of several departments which have programs for disabled persons. Although the entire Committee should have the general mandate for this coordinating function, it may also be advisable to establish a Sub-Committee to deal with Special Needs Transportation. The Sub-Committee would function as a front line, action group under the broader direction of the existing Interdepartmental Committee. The Sub-Committee could be limited to those representatives from departments which are the prime participants in the provision of special needs transportation services. The Transportation Sub-Committee should include representatives from at least the Departments of Transportation, Health and Community Services, Income Assistance and Education.

The Interdepartmental Committee (which should include the Executive Director of the Premier's Council on the Status of Disabled Persons) would act as the coordinating body for ensuring implementation of the recommendations and strategies which evolve from this study. In addition to coordinating the general strategy and evaluating details of the implementation schedules for various components of the special needs program, the committee would have the jurisdiction of identifying specific

responsibilities for various government departments. These responsibilities would evolve from those initially identified in this project. As well, additional responsibilities will inevitably arise during the implementation phase which is assumed to be the remainder of the "Decade of Disabled Persons". This mechanism should provide an efficient means for directing activities of line departments on aspects of the transportation system/service most appropriate to the respective departments.

The Interdepartmental Committee would also provide a mechanism for coordinating budget requirements for line departments regarding special needs transportation service elements. This group should also work with line departments to standardize procedures on a province-wide basis.

The Interdepartmental Committee should establish a mechanism to provide for periodic feedback from user groups around the province. This feedback should be solicited on an annual basis throughout the implementation period (ie. balance of the "Decade of Disabled Persons").

If not otherwise stated in the supplementary comments for each of the following recommendations, the Interdepartmental Committee should be responsible for coordinating implementation of the recommendations contained in this report.

3). **A TRANSPORTATION SERVICES INFORMATION SYSTEM with a toll free (800-Zenith) number should be established to provide quick public access to information regarding transportation services available to those with special needs.**

This Transportation Services Information System (TSIS) should be available to provide up-to-date access to all public transportation services (both urban and intercity). It should include details on routes, schedules and other features relating to the provision of special needs transportation services. In particular, any limitations or restrictions which would affect the travelling convenience for individuals with special needs

should be maintained in this system for easy access by all. This system should be available to all segments of the special needs population. Consequently, it would be necessary for this facility to accommodate referrals for persons who must communicate by devices designed specifically for the deaf (such as TDD's - telephone devices for the deaf). For the segment of the special needs population with these hearing requirements, it is recommended that information referrals be accommodated through the GENERAL INFORMATION REFERRAL system described in part b). of Recommendation #4.

There are two options for providing this TSIS information service. One relates to the general information service available through the New Brunswick Information Service (NBIS). The other is in connection with the expansion of a computerized information system which is currently underway regarding the various health and community service programs available in the province. The Department of Health and Community Services (HCS) is currently installing a system of computer terminals in each of the regional offices to access a comprehensive inventory of services available. This system will include details on the directory of service available to those with special needs which is maintained by the Premier's Council on the Status of Disabled Persons. Expansion of this system to include the above noted transport services data should be examined carefully as the first priority. This would result in a convenient inventory which is directly accessible through any of the district offices of the Department of Health and Community Services (HCS). These offices would require a full-time bilingual member of staff assigned the information officer function as their top priority (aside from whatever other responsibilities which might be assigned to this staff member).

If this approach involving district information officers with the Department of HCS proves impractical, the second option of using a toll free access number to the NBIS could be pursued.

4). **A fully accessible CENTRAL EMERGENCY reporting and a GENERAL INFORMATION REFERRAL system are required for the deaf.**

While these items are not exclusively related to transportation matters, they include transportation aspects. Both of these elements of service for the deaf differ from the general information service noted in Item #3 in that they are designed to meet the special communications requirements which are unique to those with hearing disabilities.

The emergency and general referral components of this recommendation are dealt with separately in the following comments:

a). **Emergency Reporting System:** This system should provide access for the deaf to all emergency services (including fire, police, medical, EMO, etc.) on a 24-hour/day, 365 day/year basis. It should be noted that all staff of this facility must be very well trained on the operation of TTD's and the ability to communicate efficiently in language levels typical of those with special hearing needs.

This central system should be capable of accommodating normal telephone calls as well as communications received on Telephone Devices for the Deaf (TDD's). Because of the emergency characteristics of this particular service, it is essential that it not only have the appropriate TDD equipment, but be staffed at all times with bilingual individuals fully competent to operate this type of equipment.

One approach to providing this service is integrating the emergency service with the existing 911 emergency services available throughout the province. However, experience has proven this is not an effective solution when dealing with people who have hearing restrictions. In fact, there are cases where the inaccessibility to a system without properly trained staff could have had fatal implications. Therefore, one central responding centre with the appropriate equipment and trained staff complement for 24-hour service is required.

The proposed mechanism for implementation of this Emergency system is through the new Province-wide Mobile Communications Centre being established in Fredericton by the Department of Transportation. This

facility is ideal in that it is designed and staffed to deal with emergencies on a province-wide basis. It is used to integrate communications between several emergency services including the Highway Patrol, RCMP, EMO and Health and Ambulance services. The Department of Transportation should add the additional TDD related equipment and provide training for the operators on the use of TDD equipment as well as on the language skills necessary to deal with hearing impaired persons.

b). **General Information Referral System:** Because of the unique communications requirements of the deaf, it is also necessary to have a general referral system to handle routine, non-emergency calls.

This referral system for the deaf would provide a means of accessing local transportation services as well as providing information on all regional transportation services through a tie in to the Transportation Services Information system noted in Recommendation #3. This service would also act as a message relay centre for the deaf.

It is recommended that options for this element of service be addressed in more detail. The two key options to be evaluated for providing this service are through expansion of services provided by Chimo type agencies or the N.B. Coordinating Council on Deafness. In either case, the existing basis for such a service exists. They would have to be expanded to integrate other areas of the province not currently covered. This could be done by providing in and out watts lines to the respective referral offices. For example, the existing offices of Chimo at Fredericton, Moncton, Saint John and Edmundston could be used to cover the province. Implementation details, including appropriate volunteer staff training requirements, would have to be discussed with all appropriate groups and an acceptable operating agreement negotiated.

5). **A full-time position should be established in the Department of Transportation for a special needs TRANSPORTATION ADVISOR.**

There is a clear need for the Department of Transportation to designate a new full-time position for a staff member whose primary task would be addressing the detailed technical aspects of various elements of the special needs transportation services proposed in this document. This task should initially involve extensive allocation of time to enable provision of technical assistance to the various groups, organizations and agencies and municipalities which may wish to provide, or expand, special needs transportation services. This function should be provided by the Department of Transportation because of this Department's expertise relating to all aspects of public transport systems.

It is extremely important that the individual appointed to this position has the precise qualifications for this critical role. This includes having the appropriate technical qualifications and experience as well as a comprehensive appreciation of the vast spectrum of special transportation needs. Of equal importance, this individual must have a appropriate attitude and exhibit an empathy for the segment of the population with special needs.

The services provided by the Transportation Advisor will be on-going for an indefinite period. Even though the implementation period for the recommendations in the study are limited to a time frame generally compatible with the balance of the "Decade of Disabled Persons", the need for this advisory service will probably continue into the long term.

The Technical Advisor should function as a consultant to various groups providing, or interested in establishing, special needs transportation services in any area of the province. The role of the advisor should also include being the province's key representative for liaison with other provinces and the federal government including the Federal/Provincial Committee of the Canadian Council of Motor Transport Administrators and the Implementation Committee of Transport Canada.

The advisory role to be provided should include assistance on technical aspects of establishing new or expanding existing services. The advisor

would also conduct technical evaluations of proposals from various groups and organizations throughout the province regarding possible new services. The Advisor should provide the technical expertise needed to assist in addressing the detailed nature of demand in specific regions. The Advisor should also assist organizations, agencies and municipalities in identifying the most appropriate means of serving demand on a case-by-case basis.

Depending on the extent of initiative taken by local proponent groups and organizations wishing to enhance the special needs transportation services in their communities, the level of staff commitment, or funds required for this advisory function, could vary substantially. An alternative mechanism for this service is provision of funds to retain external specialized advice from consultants in this discipline to address work overloads. In particular, this is probably the most cost-effective means of addressing the initial peaking in demand which may arise for this service during the early stages of the implementation period.

The technical functions provided by the Advisor should include working with proponent groups including local service clubs, volunteer groups, nursing homes, sheltered workshops and municipalities in establishing a consolidated, coordination and dispatching effort for the combined vehicle fleet operated by such groups in some areas. It is recognized that this potential does not exist on a province-wide basis but it is fully anticipated that there is demand for such a coordinated approach in some areas of the province. The demand for this service will depend on the extent and nature of existing services and the willingness of the various organizations to cooperate in providing expanded service to the special needs population. The muncipalities should play the lead role in coordinating these community groups. The department's Technical Advisor should assist on technical aspects of forming a cooperative effort to maximize the use of the combined fleets of these organizations. This could include determining an appropriate cost-sharing mechanism for vehicle utilization.

It is recommended that in the initial stages of implementation, one particular area be identified as a demonstration project to determine the operational feasibility of coordinated services by the various groups and agencies noted above.

6). Develop and implement a program for enhancing the public awareness of special needs transportation services.

The Interdepartmental Committee of the Cabinet Secretariat and its Transportation Sub-Committee should take the lead role in coordinating implementation of this recommendation. The proposed new Technical Advisor with the Department of Transportation should take the primary responsibility for setting up the details of the public awareness program. This should include coordinating dissemination of information through mailing lists and newsletters to the various organizations providing service to the special needs population. In particular, the Premier's Council on the Status of Disabled Persons could incorporate information periodically in their newsletter/communique. This function should also include distribution of service information to the various groups and agencies included in the "Directory" of organizations providing services to the special needs population as prepared by the Premier's Council on the Status of Disabled Persons.

This function should also include a carefully planned series of advertisements run in the papers as well as a program of advertisements on the television stations covering the province (in both languages). It is recommended that the Department of Transportation include advertisements on aspects of the special needs transportation services in the series of audio-video ads which are run on television from time to time by that department. These advertisements (which should include closed captions for the hearing impaired) could be done in a manner similar to the Department's existing coverage regarding various aspects of traffic safety and accident prevention.

7). **A detailed examination of the requirements for a training program for transport carrier staff should be carried out.**

This should include determining the need for training of staff employed by all carriers providing service to the public with respect to the staff's ability to recognize and deal with individuals who have special needs. The Advisory Officer with the Department of Transportation should play the lead role in assessing the actual level of demand for such a training program. This activity should include detailed discussions with Transport Canada officials regarding the research and demonstration projects and training program opportunities available through the on-going work carried out by Transport Canada.

Although other Canadian research indicates the current demand for this function may not be perceived to be high, a number of incidents have been identified during the course of this study which suggest that there is, in fact, a need for this type of service. It is fully anticipated that the management of most carriers may feel this is unnecessary and that a number of in-house programs have been undertaken to provide this service. However, the incidence of situations pointing to this need indicates that the DOT Special Needs Transportation Advisor should carefully examine this need and assist carriers in organizing and disseminating training material on this topic. The delivery of training programs however, is the responsibility of the respective carriers.

8). **The staff in the district offices of the Departments of Health and Community Services and Income Assistance should be directed to assist the DOT Transportation Advisor in identifying and prescreening candidates for possible special needs transportation services.**

Since the case workers in these departments have the closest contact with a large portion of the special needs population, they must play a key role in helping identify the segment of the population with special

transportation needs. It is also recognized that the information maintained by these groups is confidential. However, it is recommended that the case workers in all districts can assist greatly in the identification of individuals with special transportation needs. This assistance can be provided without a need to reveal confidential information.

In areas where local proponent groups are attempting to establish or expand services, it is recommended that the case workers identify and prescreen potential clients for such a transportation service. More specifically, in areas where efforts are being made to enhance existing, or provide additional new service, it is recommended the case workers provide a detailed list of user candidates and advise them of this opportunity. This will require establishment of eligibility criteria and prescreening by the Health and Community Services and Income Assistance staff. The DOT Transportation Advisor can then assist the local proponent groups in formulation of the technical and operational aspects of the optimum service option for the local conditions.

This mechanism is seen as a critical element of assistance in formulating improvements to services for those with special transportation needs. However, it must be recognized that this deals only with the portion of the special needs population which is currently receiving some form of government existance. Identification of those who are not receiving such assistance will have to be addressed by the Transportation Advisor.

9). **The activities of both the Federal/Provincial Committee on Transportation for Disabled Persons reporting to the Federal, Provincial and Territorial Deputy Ministers and the Transport Canada Implementation Committee on transportation for Disabled Persons should be monitored and support given as appropriate.**

These committees both are actively involved in a number of matters associated with transportation services for those with special needs

(urban and rural/intercity). Many of the issues deal with problems which are common throughout the country. Their work is also critical with respect to coordination of functions relating to the manner in which special needs travellers are treated in different parts of the country. In particular, any efforts which enhance the long distance travel environment for New Brunswick citizens should be supported. Efforts associated with developing a standardized approach for many factors should be encouraged and supported. The Department of Transportation Special Needs Advisor is the logical representative to provide on-going input, representation and liaison with these committees.

10). **To encourage expansion of Transport Canada activities and financial assistance regarding: a). policy development; b). grants and contributions; c). research, development and demonstration; and d). information dissemination, training and public education.**

Of particular relevance to New Brunswick are the Transport Canada programs on vehicle acquisition, intercity bus developments and adaptations/ modifications for small private vehicles including vans and mini-vans as well as vehicle adaptations for taxi applications.

11). **Municipalities (including Local Service Districts) must place higher priority on public transportation services.**

With the exception of the three largest cities, the municipalities in New Brunswick are currently not providing public transportation services. All other municipalities have neglected to provide these services even though the provision of public transportation is an eligible item for inclusion in the services supported through the Unconditional Grant structure for provincial assistance to municipal programs.

The onus for creating of the impetus inherent in this recommendation lies with the individuals and organizations associated most directly with the

special needs groups. These organizations should make a concerted effort to impress upon municipal representatives the need for not only special needs transportation services, but the basic need for general public transportation services. This applies throughout the full spectrum of municipal entities including local service districts, villages, towns and cities.

In cases where existing services do not exist, the initial approach should be to integrate the special needs transportation services to the maximum extent possible with provision of a basic public transportation service. This would involve use of a proper vehicle type to meet the probable level of demands which would exist in various areas. It is also recommended that for many of the smaller to medium sized areas (including the rural areas), provision of these services should involve increased utilization of taxi operations. This is particularly important in the rural areas and small urban areas. For those who are unable to pay the full costs of these services on their own, this should be enhanced through provision of a user subsidy for services to those with special needs. This subsidy is discussed in Recommendation #46.

Provision of new and expanded public transportation services which integrate the ability to accommodate special needs services will require commitments from not only the municipal government but also from extended coordination and cooperation of local agencies and organizations providing service to the special needs population. There is a strong need for coordination and monitoring of these services. Municipal officials must play a lead role in this. The special needs Transportation Advisor (Recommendation #5) should act as an advisor to the municipalities, if required.

12). **It should be standard practice for curb cuts to be provided for wheelchairs at the intersections of all municipal streets.**

This is now standard practice for all work on provincially designated streets. However, it is not necessarily the case for other municipal streets. All municipalities should adopt this approach as standard practice for the entire municipal street system. The Department of Municipal Affairs should take the lead role on this item by making the appropriate initiatives through the Provincial Municipal Council.

13). **All public buildings/facilities should have specifically marked parking spaces for vehicles used by disabled persons. Existing legislation on this topic should be actively promoted and enforced.**

Where appropriate, this should include adopting appropriate municipal by-laws requiring all developments of certain land use classes to provide these spaces. This item relates to private developments as well as public facilities for all three levels of government. Municipalities should make enforcement of the parking regulations regarding use of these spaces (as recently amended under the Motor Vehicle Act) a priority item. All agencies involved with enforcement of these regulations (including the RCMP, NBHP and Municipal Police) should be directed to give this a high priority. The minimum penalty for violation of this law should be $25.00.

If current enforcement staff are not able to accommodate this function into the normal enforcement activities, specific provisions should be made for potential use of members of the special needs population to provide the enforcement role. Funds should be provided to establish up to two demonstration projects which utilize special needs persons in the enforcement role. This could be done as a summer job project (to include provision for monitoring various aspects of this approach including overall cost-effectiveness).

14). **A system of cost-shared grants and/or loans should be provided to individuals for vehicle acquisition.**

This should apply only for those who can not provide this equipment from their own resources. It would generally apply for private vehicles utilized for special needs transportation whether it relates to ambulatory or non-ambulatory users. Vehicles included in this category would include automobiles, vans and off-road vehicles such as electric wheelchairs and power carts. It will be necessary to provide further detailed evaluation of implementation details on this item.

A key ingredient of this mechanism is the need for cost-sharing by the recipient. This relates to the self-reliance element as well as enhancing the chances that best value is obtained from any investments of this nature. A minimum participation by any respective recipient of ten percent is recommended. The level of cost-sharing should be related to the financial resources available to the individual (or their family). This implies a necessity to establish an appropriate mechanism to determine eligibility for this program. Because of the sensitivity of such mechanisms and the vast range of situations which exist regarding the special needs services, this eligibility topic warrants detailed specific examination on its own right. This study of eligibility criteria for all cost-sharing elements of these recommendations should be a top priority item in the implementation strategy. Work relating to formulation of an appropriate set of eligibility criteria should also be cognizant of the family-oriented role noted in Observation #61-1 of Chapter 2.0.

Because of the high involvement of the departments of Health and Community Services and Income Assistance with special needs individuals, preparation of the eligibility criteria should start with a detailed examination of eligibility guidelines for existing programs provided by these departments. The first step in this process should be standardization of the guidelines used by these departments. Because of these department's direct role with such a large portion of the special needs population, they should play the lead role in formulating specific eligibility criteria. This process should also incorporate input from the Canadian Rehabilitation Council for the Disabled and the Premier's Council on the Status of Disabled Persons. It is recommended that a special Study Group

involving representation from Health and Community Services, Income Assistance, Education, the Premier's Council on the Status of Disabled Persons, the Canadian Rehabilitation Council for the Disabled, Transportation and the Cabinet Secretariat be established to conduct a detailed examination of the possible mechanisms for establishment of eligibility criteria for cost-shared grants and loans for **this and all other aspects** of the proposed special needs programs **involving** provincial **cost-sharing functions.**

It is critical to stress that the eligibility criteria for use of special needs services is required for all potential users. It should be stressed that this is not restricted to those individuals who have received government assistance of some form. Even though there is a high ratio of assistance recipients using current special needs services, the service should be structured to serve all individuals with such needs.

A critical feature of this work will be preparation of detailed guidelines on eligibility criteria and administrative procedures used to evaluate and operate the loan/grant program. Since many of those who require this input are currently receiving some form of assistance, this will require a comprehensive review of the existing programs. This review must include formulation of a standardized approach for existing programs of assistance throughout the province. Once a standard, province-wide set of criteria for social services and income assistance based on the individual's needs and resources is established, it will then be possible to set up specific eligibility criteria for assistance toward private vehicle acquisition (and other cost-shared elements of special needs transportation services).

It is critical to stress that evaluation of eligibility criteria should also include an extensive review of special needs transportation eligibility criteria in other jurisdictions. This aspect of the work should be done by the Transportation Advisor (or his designate). He should also play a key role in coordinating all work associated with this recommendation to ensure the results are workable from an overall transportation service perspective.

The grant/loan referred to in this item could apply in some cases to the total cost associated with providing an appropriate vehicle to meet the special transportation needs of the individual in question. In other cases, depending on the needs and financial capabilities of the individual/family, this program may be structured such that only incremental costs above what would be required for the household's ambulatory needs would be considered.

The first step toward implementation of this Recommendation is to initiate discussions with the Department of Finance regarding sales tax exemptions on vehicles used for disabled persons either privately or by non-profit groups.

15). **Provide cost-shared assistance for retrofitting vehicles with:**

a). **hand controls (both cars and vans);**
b). **lifts for vans (including, where appropriate, controls and systems necessary for entry and exit of vehicle as well as provision for vehicle operation either from a standard or modified driver's seat or directly from wheelchairs); and**
c). **major vehicle modifications to accommodate wheelchairs.**

The comments in Recommendation #14 regarding aspects of cost-sharing are also applicable to this recommendation. This item is important to a finite number of special needs individuals who are capable of providing their own transportation provided they have a vehicle with the appropriate controls and accessibility characteristics. It applies to both existing and new vehicles which are either privately owned or used as part of a fleet providing special needs services to the public.

This item should be implemented as soon as appropriate eligibility criteria regarding cost-sharing can be established (as per notes made for

Recommendation #14) with provision for an experimental period of one year. During this time, the detailed demand for this service should be assessed. It is recommended that this procedure be implemented as a pilot project with a fixed maximum allocation of funds for the one year pilot period. It is anticipated that this assistance include a combination of grants and/or loans.

The retrofitting should also include vehicle modifications necessary to accommodate wheelchairs. This includes existing or new cars (for private and taxi use), regular vans, mini-vans (as is), mini-vans (modified) and regular vans.

16). **Modify regulations for the rules of the road to include the following in the definition of a pedestrian:**

> **"A person in a wheelchair and/or other self propelled small vehicle as required based on a written statement from a physician/health care official due to the individual's special needs".**

This provides a potential mechanism for increasing the mobility of individuals in urban areas. With the appropriate vehicle type, this form of mobility could be used in all seasons except for short periods during and after severe weather conditions. Implementation efforts should ensure compatibility with existing motor vehicle legislation or identify requirements for necessary changes to legislation. This matter should be further evaluated by the Motor Vehicle Branch of the Department of Transportation.

17). **Facilitate and encourage cost-shared assistance to existing or new businesses regarding establishment or expansion of facilities to modify private or public vehicles for use as special needs transportation vehicles.**

This recommendation is provided to stimulate the opportunities for New Brunswick based activities regarding the major potential associated with modifying vehicles to enhance their ability to accommodate special needs services. This applies to vehicles which might be used by private individuals or families for a specific individual as well as for vehicles which could be used as part of the public special needs transportation services.

Efforts on this recommendation should take the following two levels:

a). To charge the special needs Transportation Advisor with determining the explicit details of eligibility for supporting this type of business under existing federal/provincial programs.

b). If there is definitely no existing program through which assistance of this nature can be provided, the special needs Transportation Advisor, with the assistance of the Interdepartmental Committee, should act on behalf of the province to negotiate with Transport Canada regarding inclusion of this item as a potential research, and possibly demonstration item, under the Transport Canada program relating to disabled persons.

Work conducted to date indicates two existing sources of potential funding for such efforts. One is the "Financial Assistance to Small Industry" program available through the New Brunswick Department of Commerce and Technology. The objective of this program is to encourage establishment of modernization as well as expansion of small industry through financial assistance. It is restricted to companies with limited annual sales and will provide capital assistance for up to 50 percent of capital costs which, in all cases, must not exceed $150,000.

The other program which might be utilized to assist in developing businesses of this nature is the "Industrial and Regional Development

Program - IRDP" available through the Federal Department of Regional Industrial Expansion. This program includes assistance with respect to innovation, establishment, modernization/expansion and marketing. There are several types of eligible projects under each of these four categories. Generally, these include studies and assistance relating to development of new products or processes as well as assistance relating to the development and demonstration of technological capabilities and design assistance.

The Interdepartmental Committee, with the assistance of the Transportation Advisor, should conduct detailed examinations of the potential utilization of these programs and assist any businesses which may be interested in providing this type of service in liaison and negotiation with the government representatives responsible for administering these two programs. This work should also include consideration of options for labour components of operating costs through the assistance of Canada Works programs available from the Canadian Employment and Immigration Commission.

The Transportation Advisor should also hold detailed discussions with Transport Canada officials relating to integration of potential demonstration projects regarding establishment of small scale vehicle modification facilities in New Brunswick. The examination of special needs transportation services throughout the province has indicated a major need for modification to enhance the applicability of mini-vans as special needs vehicles. Even though this vehicle type is substantially less expensive to acquire and much less expensive to operate than the larger, conventional van which have traditionally been utilized, they are not currently readily available because of the requirements to undergo modifications to accommodate wheelchairs. This particular modification has major potential not only in New Brunswick but throughout Canada. Consequently, the merit of a demonstration project to set up an establishment capable of producing a limited number of modified vehicles on a regular basis is warranted.

18). Provide support to the Driving Training Centre at Forest Hill Rehabilitation Centre including:

a). Setting up a routine system for updating and exchanging information between the FHRC and the Motor Vehicle Branch of the Department of Transportation.

b). Providing cost-shared funds for a training car and, within a few years, for replacement of the existing training van.

c). Providing assistance for province-wide promotion of the FHRC driver evaluation and training services to physicians as well as the general public.

d). Having the Motor Vehicle Branch examine options for improving the mechanism for inhouse flagging of those who need retesting as a result of a disability and setting up a routine notification procedure.

e). Providing for future cost-shared assistance in setting up a mobile evaluation/testing unit as demand increases (to be used as warranted by demand throughout New Brunswick).

f). Having the Department of Health and Community Services examine their current practice regarding payment of costs for driver training. These efforts should be directed at paying these costs (given appropriate eligibility criteria) regardless of whether or not the individual is on a Vocational Rehabilitation program.

This evaluation/training centre should be supported as the central facility for this type of service covering the entire province. This is cheaper than sending people out of the province for this service. This

service is critical for many people if they are to have a chance to provide their own transportation services (ie. to be self-reliant). The proposed support would obviously be contingent upon continued availability of qualified occupational therapists on the staff at the Forest Hill Rehabilitation Centre. Because of the importance of this service, there should be regular informal liaison between the FHRC staff and senior staff of the Motor Vehicle Branch. This effort should utilize existing provisions under the Motor Vehicle Act to allow a person in addition to the trainer and the trainee in the vehicle during road training. This would accommodate people capable of communicating in sign language which may be required for individuals with hearing disabilities.

For some clients, van training is not appropriate because this vehicle may not be compatible with the vehicle they actually operate. Therefore, there is a need for an appropriately equipped car. This is a high priority item. Also, the existing van is old and will need replacement in the near future.

The assistance noted in Item c). could be done by distribution of a brief flyer outlining the services of FHRC which could be mailed to all physicians in the province. The Premier's Council on the Status of Disabled Persons could include similar information in their periodic newsletters. The Council could also make brief presentations such as at the annual meeting of the Medical Association.

Physicians who question a patient's ability to drive, should suggest the patient consider the FHRC driver evaluation as an option to being retested by the Motor Vehicle Branch. The FHRC evaluation is less intimidating than that of the Motor Vehicle Branch due to the patient's potential fear of losing their license. Discussions should be held with Motor Vehicle Branch staff regarding having the FHRC staff certified by the Motor Vehicle Branch to alleviate the need for duplicating subsequent testing functions by the Motor Vehicle Branch.

Specific Recommendations

In addition to the above general recommendations, a number of specific recommendations regarding various elements of the overall special needs transportation systems have been made. These specific recommendations are:

Fare Systems

19). **Provide a standardized cost-shared approach to the support of potential new fare systems in the province.**

There is inconsistency and uncertainty in the existing Health and Community Services support for these services. This support should include a cost-shared capital program for vehicle acquisition and a specific operating subsidy. A specific program of assistance should be established based on cost-sharing with the local operating agency. This should be set up on a pilot project basis for a two year period. Details of the cost-sharing ratios should be part of the review of existing HCS and Income Assistance practices and formulation of general eligibility guidelines noted in Recommendation #14. The operating subsidy should be a per capita allotment based on the estimated special needs population in the potential service area.

Proposed service and operational details for each area should be prepared by the proponent groups and the municipalities and submitted to the DOT Transportation Advisor (or his designated technical support consultant) for evaluation and approval. The level of cost-sharing should depend on the details of the system and the level of service provided. The relative role of the Department of Health and Community Services would depend on the extent to which the services would be a stand-alone special needs service in contrast to an integrated service providing general public transportation services.

20). **Expand existing "fare systems" in Moncton, Saint John, Fredericton and the Miramichi to the level required to deal with actual demand.**

This should include expansion of hours of day, days of week, number of vehicles, geographic area (eg. Riverview, Dieppe). The comments for Recommendation #19 regarding capital and operating cost subsidies and formulation of operational details for service improvements are also relevant to this recommendation. This item will require technical advice and assistance from the DOT Technical Advisor.

21). **Include a concentrated effort to make people aware of the availability of special needs transportation services and expand these services to meet actual needs.**

This item has already been noted in general Recommendation #6. All existing services are now turning people away (generally only word of mouth has been used for advertising) and in many cases people are not calling for service because they know the systems are loaded. The DOT Technical Advisor should provide technical assistance to the operators in formulating localized marketing programs. The marketing costs should be incorporated into overall operating costs which would be supported through the cost-shared operating assistance noted in Recommendation #19.

22). **No specific trip purpose should be given exclusive priority over other purposes.**

The objective should be to **maximize service** to the special needs population. This will result in **maximizing fleet utilization** which will require simultaneous use of vehicles by as many users as possible. Unnecessary trip purpose priorities should not be a deterrant to maximizing service. The mixed trip purpose category also creates greater social contact for the user and increases their exposure to a broader

spectrum of people (which is part of the normalization process). This does not preclude the application of common sense in the dispatching functions. It also recognizes that in certain circumstances, individual systems will establish guidelines to assist dispatching functions.

The primary purpose of this recommendation is to prevent negative impacts such as those that occurred in Fredericton as a result of their initial exclusive priority for medical trips.

23). **Eliminate any current discriminatory practices which exclude those with marginal (or greater) personal financial resources from using these services.**

The existing discrimination by some services against those who have marginal personal resources should be removed. This matter must be dealt with in formulating appropriate eligibility criteria noted in Recommendation #14. Some services now are restricted to servicing primarily those who are supported by government assistance. The scope of these services must be expanded to include all persons with special needs. The Department of Health and Community Services would play a key role in implementing this recommendation.

24). **Municipalities and local groups should provide for new fare systems in the Northwest (Edmundston area), Campbellton/Dalhousie and Bathurst areas.**

The initiative for this service (as well as those noted in Recommendations #19 and 20) should come from local proponent groups. Proposals should obviously have the support of the municipalities contained within the service area for any such proposal. The nature of service for each location should be based on detailed evaluation of the situation in each location/area. This evaluation and system design should be done at the initiation of the proponent group(s). However, the DOT Transportation

Advisor (or qualified transportation analysts retained by the Department of Transportation) should assist the proponent groups in designing the service most appropriate for their respective local needs.

This service type should integrate potential use of taxis where appropriate. This is particularly true for the small urban areas and many of the rural areas which, because of their low density ribbon developments, are similar in character to the smaller urban areas. Services in these areas should operate as a two year demonstration project to monitor service adequacy and assess longer term potential needs.

Formulation of appropriate service options should be cost-shared between the municipalities and the Department of Transportation. The assistance provided by DOT could either be in the form of advice from the Transportation Advisor or a 80/20 (province/proponent group) cost-sharing of the costs to hire a consultant for these services.

School Buses

25). **Carry out a detailed examination of the opportunities for increased non-school use of the school bus fleet for special needs transportation during normal and after hours.**

This recommendation, as well as many of the others, has major potential impacts regarding costs to government. Implementation of this item requires coordination by the DOT Advisor to ensure integration of the service with other special needs developments which might be occurring in the same area. However, the prime role for this task will be played by the Education Department's Supervisor of Transportation Services. This work should include explicit evaluations of opportunities for off-peak use of school buses on a district-by-district, vehicle-by-vehicle basis. Many logistical details will have to be resolved regarding interphasing the regular and off-hour uses of school buses (including evaluation of efforts to remove long term restrictions which may exist as a result of current

collective agreements). There are also potential major impacts regarding increases in fleet insurance costs. This factor has been excluded from the preliminary cost estimates indicated in Chapter 4.0.

26). **Examine the ramifications of changing regulations to eliminate the need for ministerial discretionary approval for transportation services to individuals (other than school children) with bona fide special needs.**

This issue should address the use of school buses for non-school related functions for people with special transportation needs. It should include provision of service for adults attending special training functions as part of the health and social services provided by the province. It should also involve specific provision for special needs pre-school aged children. This latter item is specifically important because of security concerns with pre-school aged children using other services such as taxis. The Department of Education would play the primary role for this item (in accordance with the Interdepartmental Committee's definition of bona fide special needs).

27). **Initial expansion of service by the school bus fleet should concentrate on using the privately owned fleet.**

Government should not compete with private industry. Also, many of the private fleet vehicles are single owner/operated vehicles. This provides an opportunity to give this service without the need for inherent overtime costs and other complications which could result from use of government vehicles due to union agreements. In addition to over 60 regular school buses, the private fleet also includes hundreds of individuals operating non-bus vehicles under conveyance contracts.

Implementation efforts for this item will have to include detailed discussions with the Motor Carrier Board regarding potential requirements for motor carrier licensing.

28). **The early phase of expanded use of school buses for special needs purposes should include expanding service to sheltered workshops (especially in the northwest).**

This requirement may reduce in time, but there will be increases in demand resulting from the normalization of social services in the province. This may require adjustments in workshop schedules to optimize coordination with the regular school bus schedules. This work should be coordinated by the Education Department's Supervisor of Transportation Services.

Sheltered Workshops

29). **The transportation needs for sheltered workshops should be addressed in a systematic manner by head office and district officials of the Departments of Health and Community Services and Income Assistance.**

The Transportation Advisor should provide the coordinating function for this aspect of special needs transportation enhancement. This is required to ensure compatibility with other system improvements. However, there is a critical need for Health and Community Services and Income Assistance staff to coordinate the needs for this segment of the special needs population. This is especially critical due to the changing role of the workshops resulting from the normalization of social services.

In addition to the opportunities for increased use of school buses, there is a need to examine the logistics of coordinated opportunities for joint use of existing (and possibly new) workshop vehicles in some regions. In some areas, enhancement of the workshop needs should be tied closely to provision of special needs services to other segments of the special needs population as well as possible direct integration with a general public transportation service. This is particularly appropriate in the rural and small urban areas. Similarly, in such areas it may be possible to integrate these services with those provided by a variety of other organizations/service clubs (see Recommendation #33).

30). **General and specific programs should be tailored to be compatible with the transition towards "normalization" which is occuring regarding delivery of social programs.**

This is especially important since this process is occurring at different rates in different areas of the province. This necessitates dealing with each region as a specific case. It is also important to treat each region in the proper context given the possible short term nature of demand as it may currently exist. This will involve assistance by the Transportation Advisor with input from both the Headquarters and District staff of HCS and Income Assistance.

31). **Where appropriate, all vehicles now used by the workshop groups should be pooled for combined use to maximize both vehicle utilization and level of service to users.**

Initiative for this should come from the community and workshop groups. Many workshop vehicles now sit idle much of the time. They are also normally driven by staff. This reduces the productivity of both staff and vehicles. With the initiative of these groups and the municipal governments of the areas served, and with appropriate assistance from the Transportation Advisor, it is probable that expanded service could be provided to the community at large through the pooled use of vehicles. Such options should be examined on a case-by-case basis. This approach also provides an opportunity for much needed revenue generation.

32). **The expansion of service to workshops will require improved service of various forms.**

As a first priority, these improvements should concentrate on using school buses (during regular and off-hours), service club vehicles, taxis and existing parallel systems. This priority is necessary due to the current efforts to integrate the special needs population into normal functions of

society. Where this sort of integration of services is not able to meet demand, it may also be necessary to provide specific, special needs vans in the short term. This approach is most critical in small communities and rural areas. It is recommended that funds be allocated to conduct demonstration projects of this nature for up to three demonstration projects. The results of these demonstrations will form the basis for future recommendations on this topic. The DOT Transportation Advisor should work with the workshop groups, municipal government officials and representatives of Health and Community Services and Income Assistance to plan, implement and monitor these demonstration projects.

Nursing Homes, Special Care Homes, Senior Citizens Homes, Service Clubs and Volunteer Organizations

33). Where appropriate, integrate services by using pooled and coordinated vehicles run by these organizations.

This is especially relevant to small communities and rural areas. Both situations should be included in this category because of their similarity. Given the initiative of one or more such service groups, or the municipality, the Transportation Advisor should provide (or arrange for) technical assistance including coordinating with the potential agencies which might participate in such a venture. This option presents an opportunity (given the willingness of various groups to cooperate) to substantially increase service from existing fleets which are often poorly utilized due to restrictions of various forms. Cost-sharing should be proposed for up to three pilot projects of this nature (if there is sufficient demand by proponent groups). Where appropriate, this item should also include integration of services for sheltered workshops.

34). Tie into a coordinated and centralized dispatch function on a regional and/or subregional basis.

This function is an important outfall of Recommendation #33. For the coordinated service to be truly effective, there is an obvious need for

coordinated dispatching of vehicles. The opportunity for this should be examined by the Transportation Advisor and tested in the demonstration projects noted in Recommendation #33. The municipalities should play a key role in this function. For the smaller communities, opportunities for integrating the dispatching function with other municipal vehicle dispatching functions (such as public works vehicles, etc.) should be a high priority of the technical evaluation leading to formulation of the demonstration projects. This would probably not be an appropriate mechanism in the three largest cities.

35). **The coordination function could also integrate (where appropriate) inclusion of some elements of volunteer input.**

Although extensive use of volunteers as drivers is strongly discouraged, there is an opportunity to integrate volunteer activities into some functions. This should be carefully examined during formulation of such services. The services of Volunteer Bureaus should be integrated into the efforts of local services groups, and the municipalities.

Rehabilitation Centres

36). **The main recommendations regarding rehabilitation centres are covered in General Recommendation #18.**

This driver evaluation and training service at the Forest Hill Rehabilitation Centre is critical because of the need to assist self-reliance and development of private, individualized transport services.

37). **Since the limited number of facilities of this nature seem to be dealing adequately with their needs, expansion of service to rehabilitation centres should be through increased service from various forms of special transportation service covered in other recommendations.**

Given the nature of existing services provided by rehabilitation facilities, no specific improvements are recommended. The various improvements to other segments of the special needs transportation system will adequately complement the services required for rehabilitation centres.

Intercity

38). **Where appropriate, the provincial government should support the work (on all modes-air, rail, ferry, bus) of the Federal/Provincial/Territorial Committee of the Canadian Council of Motor Transport Administrators (CCMTA) and the Transport Canada Implementation Committee.**

This item is noted primarily to draw attention to the importance of Recommendation #9 to all modes of intercity travel. Representatives of the special needs groups and the province should make a unified effort to lobby for more federal input regarding vehicle acquisition and all other research/demonstration activities relating to special needs transportation.

39). **SMT should integrate the accessible bus (Access-O-Bus) into their system.**

This type of vehicle should be integrated into the replacement program for the intercity bus fleet. The province should encourage development of an effective long term federal program to provide cost-shared support for integrating these buses into the intercity carrier's long term fleet replacement program.

40). **SMT should equip the bus depots in all key centres (Edmundston, Campbellton, Bathurst, Newcastle and Fredericton) with basic items necessary for accessibility for those with mobility, hearing and vision disabilities.**

It is acknowledged that many of the bus stops in New Brunswick have no terminals. However, where there is a depot for passengers to wait, they should have the basic elements of accessibility for persons with these types of disabilities. As a minimum, these facilities should have wheelchair ramps (properly designed and delineated for those with vision disabilities), accessible washrooms, and volume control public telephones. Details of specific items to be improved at each facility should be determined by the carriers in direct consultation with representatives of user groups such as the CNIB and the Canadian Paraplegic Association.

41). **The Federal Government should ensure completion of the accessibility of vessels and terminals on the inter-provincial ferry services.**

The Transportation Advisor should liaise with the Marine Atlantic staff on this item. The Department of Transportation should also ensure that accessible features are integrated into any future improvements which are made in the Grand Manan ferry service.

42). **All intercity rail and air passenger transportation terminals should be accessible for those in wheel-chairs and, where appropriate, visual information display systems should be installed for those with vision and hearing disabilities.**

The component of this recommendation dealing with visual display systems is intended for facilities outside of New Brunswick. Within the province, passenger volumes and terminals are not large enough to warrant such display systems. Individualized assistance by carrier staff is a more effective solution in these cases. However, for travel to larger terminals outside the province, these services should be available. In such cases, specific attention must be given to the design/location details of these facilities if they are to be functional for the special needs individuals they are intended to assist.

All large terminals in Canada should also have volume control telephones and the need for visual communications devices (TDD's) for the hearing impaired should be assessed. The Transportation Advisor should actively liaise with the appropriate federal staff regarding installation of this type of equipment in passenger terminals at locations outside of New Brunswick.

43). **A universal multi-modal identification card should be adopted for both intercity and urban transportation.**

These cards should be used to identify an individual's type of special need and the extent of their requirements for attendants. The Interdepartmental Committee, with the assistance of the Transportation Advisor, should liaise with other provinces and the Federal Government through the mechanism of the CCMTA Committee and the Transport Canada Implementation Committee to establish a national multi-modal card and a specific set of standard rules to be applied by all carriers regarding conveyance of necessary attendants (including fares to be charged).

ITEMS COMMON TO URBAN/RURAL/INTERCITY SERVICES

44). **All special needs passengers should be given priority for use of the front seats nearest the bus driver. Appropriately worded signs indicating this priority should be displayed over these seats.**

This is a municipal/carrier responsibility which should be initiated with liaison from the Transportation Advisor. For blind/visually impaired persons, consideration is also required to accommodate guide dogs (see Recommendation #53).

45). **The recommendations for specific types of services (eg. fare systems, school buses, etc.) should apply**

to both urban and rural situations. They should also include integration of taxis as a potential component of these special needs services.

In addition to the specific items noted previously, specific attention should be given to integrating taxi service as a component of the special needs transportation services.

In many instances, utilization of taxis as a element of the special needs fleet provides an efficient means of enhancing service. This applies throughout the province in the rural, small urban, village, town and city areas. In many of the smaller areas provision of taxi service may provide a primary component of the special needs transportation system. Even at the other extreme, in the larger municipalities, there is an obvious role to be played by taxis. In these cases the taxi could supplement a parallel transit service provided by an appropriate vehicle.. This allows the opportunity to utilize the most appropriate vehicle depending on the nature of the user's special need. By this means, it is possible to maximize utilization of the more expensive vehicles, such as wheelchair equipped vans, for those who actually require this type of vehicle. For others with less severe mobility restrictions, it is possible to use taxis to alleviate the load on the wheelchair equipped vehicles.

In addition to utilizing conventional vehicles for taxis, the use of specialized vehicles as taxis should be examined and encouraged. Such vehicles could include modified automobiles such as those which are currently used in the Vancouver taxi system. These vehicles have raised roofs and large doors with pull-out ramps which can be used to accommodate wheelchairs or ambulatory passengers, or a combination thereof. As well, the possibility of using modified mini-vans for both ambulatory and non-ambulatory passengers should be examined on a case-by-case basis. There are many potential applications for modified mini-vans in New Brunswick.

Integration of this type of vehicle into the special needs services should be addressed by the local proponent groups and the municipalities with assistance on technical aspects provided by the Transportation Advisor. This evaluation should be done on a site specific basis depending on the initiative taken by proponent groups from areas throughout the province. Development and expansion of special needs transportation services in areas which warrant this type of service should include detailed evaluation of operating and financial characteristics for a reasonable range of service options. In all cases, the utilization of taxis (using either conventional vehicles or modified mini-vans) should be included in the detailed evaluation of service.

46). **User subsidies should be provided for those individuals who cannot provide their own special needs transportation service due to lack of financial resources.**

Many people with special transportation needs can provide their required services, or hire them, with their own financial resources. However, it is recognized that there is a need for user oriented support for payment of fares for some members of the special needs population. The details of this potential subsidy will depend on the eligibility criteria to be determined in conjunction with Recommendation #14. In addition to the results of #14 as it relates to the cost-sharing for acquisition of vehicles and vehicle modifications, in some cases there is a need for a basic user subsidy to assist with payment of fares. The eligibility criteria (based on the individual's ability to accommodate their own transportation services) should also result in identifying a standard approach to provision of user subsidies for service to individuals who are not able to provide their own transportation services. This criteria should be structured to accommodate all who have a need for assistance regardless of the extent to which they may or may not currently be receiving assistance for any health or social services.

The recommended mechanism for this component of assistance is through a user subsidy. To obtain access to any public special needs service, the

user would first have to apply to the respective local agency providing special needs transportation services. A standardized eligibility criteria must be developed (by Health and Community Services, Income Assistance and Transportation). This should result in issuing a certificate indicating the individuals eligibility for service. Once the person is registered with the agency providing the special needs service, appropriate vehicles can be dispatched depending on the most efficient utilization of the vehicles available. The driver should require that each user show their identification card.

Drivers should maintain a log sheet for the eligible users of such services. They should record the user's name, date, place of origin and place of destination for the trip. The signature of the registered user may be obtained to provide a mechanism for periodic cross checking and auditing. At the same time, the user should pay a flat rate of a nominal level depending on the requirements of the specific service. The balance of the fare incurred would be paid, upon subsequent invoicing by the transport operator, as part of a user subsidy program administered by Health and Community Services.

The day-to-day administration of the special needs subsidy system would be done by the respective groups providing the transportation service. Specific information for on-going monitoring and audit purposes should be pre-established.

The Transportation Advisor should assist local proponent groups and municipalities with implementation of these subsidies as part of his role on other technical matters associated with service development. However, the subsidy itself should be administered through the Department of Health and Community Services since this department now plays the lead role in providing subsidies for special transportation needs. More importantly, they have the greatest direct exposure to a large portion of the Special Needs population and have the best appreciation of their needs and ability to pay for such services.

RECOMMENDATIONS FOR BLIND/VISUALLY IMPAIRED PERSONS

Airports/VIA Rail/Bus Terminals

47). **A standardized color contrasting code should be established and implemented in terminals to assist people with low vision.**

This item should be referred to the Transport Canada Implementation and CCMTA Committees for study on a national level in cooperation with the CNIB.

48). **For large rail and air terminals, at least one schedule status computer screen should be installed in a critical location at eye level to enhance its visibility (see Recommendation #42).**

Many airports, bus terminals and VIA Rail stations are not consistent in their colour coding or contrasting techniques. In large airports outside of New Brunswick, the screen which portrays arrivals and departures is generally much too high for a visually impaired person to read. Expanded use of the centralized unit demonstrated at Vancouver Airport in 1986 could be explored.

49). **The Transportation Services Information System (TSIS) noted in Recommendation #3 should also be used as a referral service for blind/visually impaired persons.**

Schedules and brochures which are available to the general public are of no use to persons who are blind or visually impaired. The proposed referral mechanism is an effective means of alleviating this problem. This could be supplemented by cost-sharing with the CNIB in production of schedules in large print, braile or cassette form (depending on the level of potential demand).

Taxis

50). All vehicles being used as a taxi should display a large "T" (yellow or white) on each front door of the vehicle.

It is difficult for blind/visually impaired persons to distinguish taxis from other vehicles. Often the sign which is located on the roof or top of the car is not always lighted. Even if it is lighted, it is generally not very visible during daylight hours. Details and specifications for this item should be developed by the CNIB with the Transportation Advisor acting in a coordinating role with the municipalities regarding implementation (including liaison to initiate any by-law changes which may be required).

Buses (Urban and Intercity)

51). Large print numbers should be put on the side of the buses as well as using large numbers on headboard signs.

Visually impaired persons have difficulty in seeing the numbers or route descriptions on the buses. In many cases, route descriptions are unclear and confusing. CNIB should develop standards to be used for this purpose. The Transportation Advisor should liaise with carriers and municipalities regarding implementation of standards for this item (which is applicable primarily to urban transit vehicles).

52). Drivers should make specific announcements of stops required by blind/visually impaired persons (this assumes the passenger notified the driver of their disability and their specific stop requirements when boarding the vehicle).

This is a municipal/carrier responsibility which should be initiated jointly by the CNIB and the Transportation Advisor.

53). **As an enhancement to Recommendation #44, regarding seating area priorities for special needs passengers, specific provision should be made in the front seating area to properly accommodate guide dogs as required.**

This item should also be a carrier responsibility which can be initiated jointly by the CNIB and the Transportation Advisor.

Special Requirements For The Deaf and Those With Hearing Disabilities

54). **For the larger bus, air and rail terminals outside of New Brunswick, video screens should be colour coded as follows: Red - cancelled;**
Blue - delayed; and
Green - on time.

This item, which is basically a federal responsibility, would also help illiterate persons. This is already being initiated in many terminals. The need for continuation of these initiatives should be reinforced by an appropriate letter of support to the respective federal officials dealing with this matter.

55). **Taxis in cities should have pads/pens available for communication with deaf passengers on all matters relating to their trip (including the cost of the trip).**

56). **An educational program should be provided to teach the deaf in New Brunswick what services are available and how to use them. This should be done in conjunction with the general public awareness work referred to in Recommendation #6.**

Implementation of these last two recommendations should involve participation of those qualified in the skills required to communicate with and educate persons with these needs (eg. the Atlantic Provinces Resource Centre for the Hearing Handicapped).

4.0 IMPLEMENTATION STRATEGY

4.1 Introduction

This chapter consolidates information regarding:

1). key features of the recommendations described in Chapter 3.0; and
2). an implementation plan for the recommendations.

4.2 Summary of Recommendations

Table 4.1 summarizes the following important recommendation features including:

1). a brief statement of each recommendation;
2). a concise list of the key elements for each recommendation;
3). the primary jurisdictional responsibilities; and
4). information on incremental funding requirements.

Regarding jurisdictional responsibilities, it should be noted that the primary coordinating role for implementation of all recommendations contained in this document lies with the Interdepartmental Committee which is currently implementing the "Action Plan for the Disabled" under the chairmanship of the Cabinet Secretariat. This coordinating role is inherent to all recommendations. However, except for Recommendations 1 and 2, normally only the line departments which have the primary responsibility for each recommendation are summarized in Table 4.1. In cases where more than one department has critical roles, the sequence in which they are presented indicates the relative responsibilities of the respective departments.

Many of the funding estimates in Table 4.1 are tentative. In many cases, the exact costs can only be determined after further work is completed during the implementation phase; and, in some instances costs

Table 4.1

SUMMARY OF RECOMMENDATIONS

Recommendation	Key Points	Primary Responsibility	Funding Requirements
FUNDING IMPLICATIONS			
1. Recognize major needs for additional funds (especially in medium to long term).	- Interdepartmental Committee chaired by Cabinet Secretariat to coordinate, direct and monitor activities carried out by other departments of government. - Set up a mechanism for feedback from user groups during the implementation phase.	Interdepartmental Committee and the respective line departments (including the Executive Director of the Premier's Council on the Status of Disabled Persons).	$0.94 million in Year One with $1.80 to $1.95 million/ year thereafter.
GENERAL RECOMMENDATIONS			

2. Establish Coordination Group for Special Needs Transportation.	- Interdepartmental Committee chaired by Cabinet Secretariat.
	- Establish sub-committee on special needs transportation including representatives from:
	  - Transportation;
	  - Health and Community Services;
	  - Income Assistance; and
	  - Education.
		Interdepartmental Committee and Transportation	Funding would be provided through line departments.

3. Establish Transportation Services Information System (TSIS)	- Toll free access to comprehensive database on all special needs transportation services. - Add this to computer inventory of government services being provided at district offices of HCS. - Designate this as the key responsibility of a bilingual staff member in each District HCS office.	Health and Community Services (HCS)	50 percent of 13 Person-Years per year (at $15,000 = $100,000 per year). $25,000 Technical startup assistance.**
4. Establish a). CENTRAL EMERGENCY reporting system and b). a regional GENERAL INFORMATION AND REFERRAL SYSTEM for the deaf (includes general access to the TSIS system).	- 24-hours/day - 365 days/year. - Bilingual staff with excellent skills in use of TDD's and communication with persons having hearing difficulties. - Direct access to all emergency services throughout the province. - Access to TSIS terminals on non-emergency items.	Transportation (through the new province-wide Mobile Communications Centre), Chimo or NB Coordinating Council of Deafness.	$40 000 initial capital and $20,000 per year operating.
5. Establish a full-time Transportation Advisor	- Full time additional position for technical advisor to proponent groups/ municipalities on all aspects of special needs transportation service. - Acts in a liaison and coordinating role on many aspects.	Transportation	$50 000 per year (includes salary and related travel and miscellaneous support expenses). $50 000 required (Year 2) for further research on the definition of market segment population sizes for specific types of special needs (based on forthcoming Stats Canada Data).
6. Establish a Public Awareness Program.	- Transportation Advisor to develop details of public awareness programs to be used from time to time as these programs are implemented during the "Decade of Disabled Persons". - Coordinate dissemination of information to special needs groups. - Develop program of media releases and audio-video ads.	Transportation and Health and Community Services	$30,000 in second year with $10,000 in all other years.**

** For the latter years of the implementation period, these estimates are tentative. More accurate estimates will be required based on the experience derived from the first year or two of service.

Table 4.1
(Continued)

SUMMARY OF RECOMMENDATIONS

Recommendation	Key Points	Primary Responsibility	Funding Requirements
7. Examine needs for carrier staff training programs.	- Assess the needs on a carrier-by-carrier basis. - Determine scope of training required. - Assist in assessing options available through Transport Canada. - Assist carriers in acquiring and disseminating training material.	Transportation and the carriers	$10,000 in year two with $5,000 in subsequent years.**
8. Assist in identifying and prescreening candidates for special needs services.	- Assist in identifying and prescreening clients with special transportation needs. - Prearrange the eligibility details for clients. (This is covered in more detail in Recommendation #14)	Health and Community Services and Income Assistance	Provide this service with existing staff (demand will be mainly in district offices).
9. Monitor and support, as appropriate, the national CCMTA* Committee and Transport Canada Implementation Committee.	- These groups are doing on-going work on many topics affecting the standardization of special needs transportation services across Canada.	Transportation	Included in Item #5.
10. Encourage expansion of Transport Canada activities and financial assistance on Special Needs Transportation items.	- Includes: a). policy development; b). grants and contributions; c). research, development and demonstration; and d). information dissemination, training and public education.	Transportation	Included in Item #5.
11. Increase municipal acceptance of public transportation responsibilities (including special needs services).	- Special needs user groups must pressure municipal representatives to take a more active role in providing special needs services (in many cases, as part of basic public transportation services). - Integrate services including use of taxis.	Municipalities and Department of Municipal Affairs and Environment and Transportation	Included in Item #5.
12. Provide curb cuts for wheelchairs for all municipal streets .	- All municipal entities should make this a standard practice.	Municipalities and Department of Municipal Affairs and Environment	No significant incremental costs.
13. Promote and enforce new parking regulations (under Motor Vehicle Act) for vehicles used by disabled persons.	- Strict enforcement by all enforcement agencies. - Enforce equally for private as well as public facilities. - Where appropriate, establish up to 2 demonstration projects using special needs person as enforcement staff (include monitoring and evaluation of cost-effectiveness).	Municipalities and Transportation	$50,000 ($20,000 per demonstration plus $5,000 each for evaluation and documentation of results).
14. Provide cost-shared grants and/or loans to individuals for vehicle acquisition.	- Applies to private vehicles including automobiles, vans and off-road vehicles (including wheelchairs and power carts). - Minimum private share of costs = 10% (percent to depend on financial resources of individual/family). - Detailed work required to determine proper eligibility criteria based on ability to pay. - Study Group required to set eligibility criteria for all cost-shared elements of these recommendations. Study Group to include: a). Interdepartmental Committee Chairman; b). Health and Community Services; c). Income Assistance; d). Education; e). Premier's Council on the Status of Disabled Persons; f). Transportation. - Formulate detailed administrative guidelines and procedures for all cost-shared elements of the program implicit in these recommendations.	As per Study Group representation noted in adjoining column with prime role by HCS and Income Assistance.	In-department staff plus allocation of $30,000 for potential external assistance regarding study of eligibility criteria & administrative procedures. $200,000 per year (long term cost determination depends on results of market segment identification work noted in Item #5).**

* CCMTA - Canadian Council of Motor Transport Administrators.

** For the latter years of the implementation period, these estimates are tentative. More accurate estimates will be required based on the experience derived from the first year or two of service.

Table 4.1
(Continued)

SUMMARY OF RECOMMENDATIONS

Recommendation	Key Points	Primary Responsibility	Funding Requirements
15. Provide cost-shared assistance for retrofitting vehicles and major vehicle modifications.	- Grants and/or loans. - Applies to hand controls, special seats, lifts, door controls and vehicle modifications to accommodate wheelchairs. - Applies to both existing and new vehicles. - For private vehicles as well as those in special needs fleets used to serve the public (ie. taxis and vans). - To be set up as a pilot project for 1 yr. - Assess level of demand for these services and on-going potential needs.	Transportation	Can be implemented after eligibility criteria are set as per Item #14. Provisional sum of $100,000 for each year.**
16. Modify rules of road to change definition of a "pedestrian".	- New definition to include persons in a wheelchair and/or other self propelled vehicles required due to a special need.	Transportation	No anticipated incremental costs other than those in-house costs required to change regulations.
17. Provide cost-shared assistance to businesses to provide facilities for and carry out modifications to vehicles for special needs uses.	- Applies to existing and new businesses. - Applies to vehicles for private or public use. - Emphasis should include possible modifications to the cost-effective mini-vans. - Explore existing programs first, with second priority on having Transport Canada support this as a pilot project of national significance.	Transportation, Commerce & Technology, Regional Industrial Expansion and Canadian Employment and Immigration Commission.	Existing programs may cover this item. If not, Transport Canada should be encouraged to establish a demonstration program for this item.
18. Provide cost-shared support for various activities of the Driver Training Centre at Forest Hill Rehabilitation Centre.	To Include: a). routine mechanism for liaison with the Motor Vehicle Branch; b). 50% cost-sharing of a training car and eventual replacement of the existing van; c). province-wide promotion of FHRC services to physicians and general public; d). improved flagging by Motor Vehicle Branch of persons needing retesting as a result of a disability; e). cost-sharing on setting up a mobile evaluation/testing unit for use through out the province (in medium to long term); and f). revisions to HCS practice of paying training costs only if the individual is on a Vocational Rehabilitation program (depending on individual's means to pay).	Transportation and HCS	b). $10,000 (Year 1) for car; and $20,000 (Year 3) for van. c). $10,000 for promotion (Year 1). e). Long term mobile unit demand to be assessed. f). $10,000 per year maximum for training costs.
SPECIFIC RECOMMENDATIONS			
Fare Systems			
19. Provide cost-shared support of potential new fare systems.	- Capital and operating cost-sharing. - Cost-sharing ratios to be developed as an extension of Recommendation #14. - Assist local proponent groups and municipalities in preparing detailed system analysis and design. - Two year pilot project (to better assess long term demand in specific situations).	Municipalities and local groups Transportation HCS & Income Assistance	$75,000 (External Assistance)during first two years. $250,000 for two years (starting in 89/90) with $200,000 per year thereafter.**
20. Expand existing "fare systems" in Moncton, Saint John, Fredericton, and the Miramichi.	- Cost-sharing evaluation is as for Recommendation #19. - Technical assistance. - Capital and operating assistance (short term - 2 years demonstration to assess long term needs). - Municipalities should participate directly in cost-sharing.	Transportation, HCS, Income Assistance and Municipalities	$30,000 (External Assistance). $300,000 per year (Capital & Operating from provincial sources).**
21. Establish a public awareness program for fare systems.	- This is an element of Recommendation #6.	Transportation	Costs are included in estimates for Recommendations #19 and #20.

** For the latter years of the implementation period, these estimates are tentative. More accurate estimates will be required based on the experience derived from the first year or two of service.

Table 4.1
(Continued)

SUMMARY OF RECOMMENDATIONS

Recommendation	Key Points	Primary Responsibility	Funding Requirements
22. No specific trip purpose should be given exclusive priority over other purposes.	- Emphasis should be to maximize: a). service to as many people as possible; b). integration and exposure of users to normal travel experience; and c). vehicle utilization levels. - Local dispatching priority features should be accommodated.	Municipalities and local agencies	No incremental costs.
23. Remove any current discriminatory priorities which exclude those with marginal (or greater) personal financial resources from using these services.	- Remove discrimination against those with marginal personal financial resources. - Build the level of personal/family resources into the eligibility criteria and cost-sharing formulation being done in Recommendation #14, #19 and #20.	Health and Community Services and Transportation	Long term cost impacts to be derived from results of demonstration projects noted in Items #19 and #20.
24. Provide new fare systems in the Edmundston area, Campbellton/Dalhousie and Bathurst.	- This item is essentially the same as for Recommendations #19 and #20. - Technical Assistance. - Capital and operating assistance cost-sharing. - Operate initially as a 2-year demonstration project.	Municipalities, local groups, HCS, Income Assistance and Transportation	$50,000 (External Assistance). $150,000 per year.**
School Buses			
25. Examine opportunities for increased non-school use of school buses during normal and after hours.	- District-by-district, bus-by-bus analysis required to identify opportunities. - Many operational/logistical factors to consider in expanding use of school buses for non-school purposes.	Education and Transportation	$30,000 (Evaluation Assistance). $250,000 per year**.
26. Examine changing Regulations to accommodate use of school buses by persons with bona fide special needs.	- Remove current restrictions limiting use by senior citizens. - Eliminate requirements for bus uses other than "conveyance of pupils" being regarded as "emergency or exceptional circumstances" requiring the Minister's explicit direction to "order" such uses. - Include service for preschool aged children. - Set up standard rate structure for such non-school uses.	Education	Potential annual service costs could be in the $350,000 range.**
27. Concentrate initial expansion in use of school buses for special needs purposes by using the private bus fleet.	- Government should not compete with private operators. - Negotiate services with private bus owners (and conveyance operators). - Evaluate implications regarding motor carrier licensing.	Education Transportation/Motor Carrier Board	Costs included in Item #26.
28. Expand use of school buses to include service to sheltered workshops.	- Evaluate specific needs based on initiation by workshop operators. - Include consideration of varying workshop schedules to enhance options for school bus use.	Education Transportation	Costs included in Item #26.

** For the latter years of the implementation period, these estimates are tentative. More accurate estimates will be required based on the experience derived from the first year or two of service.

Table 4.1
(Continued)

SUMMARY OF RECOMMENDATIONS

Recommendation	Key Points	Primary Responsibility	Funding Requirements
Sheltered Workshops			
29. Evaluate overall transportation needs for workshops.	- Required on a local/subregional basis. - HCS and Income Assistance must set guidelines re service demands. - Ensure integration with overall community needs for these transportation services (including possible integration with general public transportation services).	HCS and Income Assistance Transportation	$30,000 Evaluation Assistance in Year 1. On-going costs are covered in other items including items #19, 20, 24, 25 and 26.
30. Tailor transportation services to changing needs resulting from "normalization" of health and social services.	- Ensure short term solutions are consistent with possible medium to long term demands which will result from the "normalization" in delivery of health and social services. - Recognize the variations in the rate of transition towards the normalization process in different regions of the province (devise systems around these regional needs).	HCS and Income Assistance Transportation	See Item #32.
31. Where appropriate, pool all vehicles now used by workshop groups.	- Initiations required from community and workshop groups. - Assist these groups in developing a coordinated service based on combined use of vehicles, if possible.	Municipalities, local agencies, HCS and Transportation	See Item #32.
32. Use all reasonable service types to improve service to workshops.	- Include use of school buses, service clubs, taxis, parallel/fare systems, etc. - Concentrate on integration with other services in contrast to separate, specialized services. - Establish up to 3 demonstration projects to evaluate a range of circumstances (3 years of operation).	HCS and Income Assistance Transportation	$50,000 per year for 3-years.
Nursing Homes, Special Care Homes, Senior Citizens Homes, Service Clubs and Volunteer Organizations			
33. Where appropriate, integrate as many of these services as possible.	- Efforts on this item are critical in rural areas and small urban communities. - Local groups and community representatives must take the initiative. - Transportation Advisor to provide technical assistance re designing operational details. - Cost-share in up to 3 demonstration projects (if demand warrants). Integrate with sheltered workshop service, if possible.	HCS, Income Assistance and Transportation	$50,000 (External Assistance over 2 years). $50,000 (cost-shared operating assistance).**
34. Establish a coordinated and centralized dispatching service on a regional/sub-regional basis.	- All vehicles operated as part of a coordinated service should be dispatched from a central centre. - Examine possibilities of integrating into existing dispatching services (eg. Public Works Vehicles) in smaller communities. - Test this concept in demonstration projects noted in Recommendation #33.	Transportation	Costs included in Item #33.
35. Include volunteer input in the coordination/dispatch function.	- Volunteer bureaus/groups should participate in this function. - Transportation Advisor should play key advisory function on integration of volunteer components (avoid major dependency on volunteer drivers).	Transportation	Costs included in Item #33.
Rehabilitation Centres			
36. Expand support to Driver Training Centre at Forest Hill Rehabilitation Centre.	See Recommendation #18 for details.	Transportation	See Item #18.
37. Integrate service to these facilities with those provided to various other special needs groups.	As per Recommendation #19 to 21, 24, 25, 29 and 33.	Transportation	Costs included in other items.

** For the latter years of the implementation period, these estimates are tentative. More accurate estimates will be required based on the experience derived from the first year or two of service.

Table 4.1
(Continued)

SUMMARY OF RECOMMENDATIONS

Recommendation	Key Points	Primary Responsibility	Funding Requirements
Intercity			
38. Where appropriate, support activities of CCMTA Interprovincial Committee and the Transport Canada Implementation Committee.	- This reinforces the impact of Recommendation #9 on intercity aspects of special needs transportation.	Transportation	Cost included in Item #5.
39. Integrate accessible buses (Access-O-Bus) into SMT's intercity bus fleet.	- Integrate into SMT's long range fleet replacement program. - Encourage development of an effective, long term federal cost-shared capital assistance program.	Transportation and Transport Canada	$500,000 (over a 5-year period). This is not a provincial funding item (ie, private/federal role).
40. Equip bus depots at Edmundston, Campbellton, Bathurst, Newcastle and Fredericton with basic items required for accessibility for those with mobility, hearing and vision disabilities.	- Include properly designated and marked wheelchair ramps, accessible washrooms and volume control telephones (as a minimum).	SMT Limited, CNIB, CPA (Canadian Paraplegic Association)	Detailed site specific evaluation required.
41. Complete the accessibility of vessels and terminals on interprovincial ferry services.	- Transportation Advisor should liaise with Marine Atlantic Inc. to encourage continuation of their current efforts regarding accessibility improvements. - Future improvements to vessel and terminal facilities on the Grand Manan service should integrate accessibility.	Transportation and Transport Canada	Federal/Carrier Responsibility
42. Provide accessible terminals with proper visual schedule status display systems and volume control telephones at intercity rail and air terminals.	- This applies to larger terminals at locations outside New Brunswick. - Transportation Advisor should liaise with Federal staff regarding this item.	Transportation and Transport Canada	Federal Responsibility
43. Develop and implement a multi-modal identification card for urban and intercity special needs users.	- Liaise with federal government, the CCMTA and Transport Canada committees on development of a nationally accepted card. - Include a standard approach regarding fares for necessary attendants.	Transportation	Included in Item #5.
ITEMS COMMON TO URBAN/RURAL/INTERCITY SERVICES			
44. Provide special needs users with priority for use of front bus seats nearest the driver.	- Required to facilitate access/egress. - Appropriate signs should be installed on transit vehicles.	Municipal/Carrier	No significant costs
45. Apply recommendations for specific types of services (#19 to #43) to both urban and rural areas.	- This should incorporate use of taxis, where appropriate. - Consider use of modified vehicles as well as converted taxis (include mini-vans).	Transportation	Included in previous items.
46. Provide user subsidies for special needs users who do not have sufficient personal finances to pay full costs.	- Requires detailed evaluation as part of eligibility criteria work identified in Item #14. - Establish procedures for certifying eligible users (including an identification card). - Establish mechanism for administering the subsidy (including monitoring and auditing). - This feature should be evaluated as part of the demonstration projects in Items #19, 20, 24 and 32 to 35.	HCS & Income Assistance Transportation	Costs are included in other items.

* CCMTA - Canadian Council of Motor Transport Administrators.

Table 4.1
(Continued)

SUMMARY OF RECOMMENDATIONS

Recommendation	Key Points	Primary Responsibility	Funding Requirements
RECOMMENDATIONS FOR BLIND/VISUALLY IMPAIRED PERSONS			
Airports/VIA Rail/Bus Terminals			
47. Adopt a standardized color contrasting code for terminals.	- Requires cooperation at the national level.	Carriers, CNIB, CCMTA & Transport Canada Committees.	Carrier/Federal Responsibility
48. Install at least one schedule status computer screen in a critical location at eye level in large rail and air terminals.	- Applies to larger terminals outside of New Brunswick.	As for #47	Carrier/Federal Responsibility
49. Have the TSIS service (#3) act as a referral centre for blind/visually impaired persons.	- Include production of schedules in large print, braille, or cassette.	CNIB, HCS, and Federal Government.	Costs included in Item #3.
Taxis			
50. Display large "T" on front doors of taxis.	- Work with CNIB to formulate design details.	Municipalities, CNIB and Transportation	$20,000 Year Two and and $5,000 annually thereafter.**
Buses (Urban and Intercity)			
51. Put large print numbers on the side of buses as well as on headboard signs.	- Develop standards for these items.	CNIB, Transportation	$10,000 Year Two and $2,000 annually thereafter.**
52. Have vehicle operators announce stop details for special need users.		Municipalities/Carriers	No significant costs.
53. Expand Recommendation #44 to include provision for guide dogs.		Carriers, CNIB, Transportation	No significant costs.
SPECIAL REQUIREMENTS FOR THE DEAF AND THOSE WITH HEARING DISABILITIES			
54. Adopt a nationally accepted standard color coding for bus, air and rail terminal schedule status display screens.	- Example: Red - Cancelled; Blue - Delayed; and Green - On Time.	Transport Canada and Transportation	Federal Responsibility
55. Have taxi operators carry pads/pens for communication with deaf passengers.	- Need to be able to inform users of fares as well as destinations.	Municipalities/Carriers	No significant costs.
56. Expand Recommendation #6 to include public awareness program for the deaf.	- Develop specific program to teach the deaf what transportation services are available and how they can obtain information on these services.	HCS, Income Assistance and Transportation	Included in Item #6.

** For the latter years of the implementation period, these estimates are tentative. More accurate estimates will be required based on the experience derived from the first year or two of service.

will be determined as a result of demonstration, or pilot, projects which are inherent in several of the recommendations. Therefore, cost estimates for all but the first year or two of the implementation period are tentative.

4.3 Implementation Strategy

Table 4.2 expands on the summary information contained in Table 4.1. In contrast, however, Table 4.2 presents critical features regarding implementation of the recommendations. These features relate to both preliminary estimates of the amount of expenditures and the timing of these expenditures. The key items included in Table 4.2 are:

1). the recommendation number along with a concise statement of the recommendation;
2). the primary jurisdictional responsibility; and
3). the implementation requirements regarding funding necessary in each fiscal year of the implementation period (which has been selected to correspond with the balance of the Decade of Disabled Persons).

The information presented in Table 4.2 assumes immediate initiation of implementation. This may require adjustments depending on the time required to allocate appropriate funding on some items.

Regarding priorities, it is evident from examining the recommendations that basically all of the recommendations could be implemented over a relatively short period. Some items obviously have to be initiated immediately because of their nature and the necessity to have these items established because elements of others depend on them.

For example, recommendations #2 and #5 are critical because they form the foundation for many of the other recommendations. These two items relate to establishment of a Coordination Group which would be the

Table 4.2

IMPLEMENTATION STRATEGY

	Recommendation*	Primary Responsibility**	Funding Requirements (1987$ x 1,000) 87/88	88/89	89/90	90/91	91/92	92/93
GENERAL RECOMMENDATIONS								
1.	Need for major new funding.	Interdepartmental Committee (I.C.)	940	1,905	1,947	1,852	1,802	1,902[#] [@]
2.	Establish Special Needs Transportation Coordination Group.	I.C.and Transportation	-	-	-	-	-	-
3.	Transportation Services/Information Systems.	HCS	125	100	100	100	100	100[#]
4.	a). Central Emergency Reporting; and b). Referral Service for the deaf.	Transportation	60	20	20	20	20	20
5.	Transportation Advisor.	Transportation	50	100	50	50	50	50
6.	Public Awareness Program.	Transportation	10	30	10	10	10	10[#]
7.	Carrier Staff Training.	Transportation	-	10	5	5	5	5[#]
8.	Identify and Prescreen Special Needs Users.	HCS and I.A.	--------Do With Existing Staff--------					
9.	Monitor/Support CCMTA and Transport Canada Implementation Committees.	Transportation	----------Included in Item #5---------					
10.	Encourage Transport Canada efforts on special needs transportation.	Transportation	----------Included in Item #5---------					
11.	Lobby municipalities to provide public transportation services (incorporating special needs).	Municipalities, M.A.E. and Transportation	----------Included in Item #5---------					
12.	Municipal street curb cuts.	Municipalities and M.A.E.	----------Included in Item #5---------					
13.*	Promote/enforce regulations regarding reserved parking spaces for vehicles used by those with special needs.	Municipalities & Transportation	20	30	-	-	-	-
14.	Grants for individual vehicle acquisition.	HCS and I.A.	30	200	200	200	200	200[#]
15.*	Vehicle retrofits and modifications.	HCS and Transportation	100	100	100	100	100	100[#]
16.	Modify "Pedestrian" definition in rules of the road.	Transportation	---No significant incremental costs---					
17.	Assistance to businesses doing vehicle modifications.	Transportation (as Coordinator)	Cover under other existing programs or encourage Transport Canada's role					
18.	Elements of assistance to the Forest Hill Rehabilitation Centre.	Transportation	30	10	30	10	10	10
	Sub-Total For General Recommendations		425	600	515	495	495	495[#]
SPECIFIC RECOMMENDATIONS								
	Fare Systems							
19.*	Cost-shared support of new "fare" systems.	Municipalities, HCS, I.A. & Transportation	-	50	275	250	200	200[#]
20.*	Expand "fare" systems in Moncton, Saint John, Fredericton, and the Miramichi.	H.C.S., I.A., Transportation & Municipalities	330	300	300	300	300	300[#]
21.	Public awareness program.	Transportation	-Costs included in Items #19 and #20-					
22.	Uniform trip purpose priorities.	Municipalities & Local Agencies	--No significant incremental costs---					

* Recommendations with an asterisk involve demonstration/pilot projects.

** The codes for this column are: I.C. - Interdepartmental Committee of the Cabinet Secretariat; H.C.S. - Health and Community Services; I.A. - Income Assistance; M.A.E. - Municipal Affairs and Environment; SMT - SMT Limited; CNIB - Canadian National Institute for the Blind; CCMTA - Canadian Council of Motor Transport Administrators.

[#] These estimates are tentative as it relates to the latter years of the implementation period. More accurate estimates will be required based on the experience derived from the first year or two of service.

[@] These estimates exclude the $100,000 per year (for all but 92/93) for non-government expenditures associated with Recommendation #39.

Table 4.2

IMPLEMENTATION STRATEGY

Recommendation*	Primary Responsibility**	Funding Requirements (1987$ x 1,000) 87/88	88/89	89/90	90/91	91/92	92/93
23. Remove discriminatory practices which exclude those with marginal personal resources.	HCS & Transportation	Costs to be derived from demonstration project noted in Item #19					
24.* Provide new "fare" systems in Edmundston, Campbellton/Dalhousie and Bathurst.	Municipalities, local groups, HCS, I.A. & Transportation	-	200	150	150	150	150[#]
School Buses							
25. Detailed examination of options to increase non-school use of school buses.	Education & Transportation	30	250	250	250	250	250[#]
Examine changing regulations to allow use of school buses by all who have bona fide special needs.	Education	-	350	350	350	350	350[#]
27. Private bus fleet should be given first priority for expanded use of school buses.	Education	------Costs Included in Item #26------					
28. Expand use of school buses to include services to sheltered workshops.	Education & Transportation	------Costs Included in Item #26------					
Sheltered Workshops							
29. Systematic evaluation of overall workshop transportation needs.	HCS and I.A.	30	--Costs covered in other items- (ie. 19, 20, 24, 25 and 26)				
30. Tailor services to "normalization" of delivery mechanisms for health and community services.	HCS and I.A.	----------See Item #32----------					
31. Pool vehicles now used for workshops.	See Table 4.1	----------See Item #32----------					
32.* Use all reasonable transport types to improve service to workshops.	HCS and I.A.	50	50	50	-	-	-
Nursing Homes, Special Care Homes, Senior Citizens Homes, Service Clubs and Volunteer Organizations							
33.* Integrate these services to the maximum extent possible.	HCS, I.A. and Transportation	75	75	50	50	50	50[#]
34.* Set up coordinated, centralized dispatching services on a regional/ subregional basis.	Transportation	------Costs Included in Item #33------					
35.* Integrate volunteer input into the coordination/dispatch function.	Transportation	---No significant incremental costs---					
Rehabilitation Centres							
36. Expand support to Driver Training Centre at Forest Hill Rehabilitation Centre.	Transportation	----------See Item #18----------					
37. Integrate services to these centres with those provided for other special needs groups.	Transportation	Cost included in Items #19, 20, 24, 25, 26, 32 and 33					
Intercity							
38. Support CCMTA Committee and Transport Canada Implementation Committee, as appropriate.	Transportation	-------Costs included in Item #5------					
39. Integrate accessible buses into SMT's intercity fleet.	SMT Limited, Transport Canada	100	100	100	100	100	-
		(not included in table totals)					
40. Equip bus depots in Edmundston, Campbellton, Bathurst, Newcastle and Fredericton with items required for accessibility for those with mobility, hearing and vision disabilities.	SMT and others	--Costs to be based on site specific-- evaluations with representatives of user groups					

* Recommendations with an asterisk involve demonstration/pilot projects.

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[#] These estimates are tentative as it relates to the latter years of the implementation period. More accurate estimates will be required based on the experience derived from the first year or two of service.

Table 4.2

IMPLEMENTATION STRATEGY

Recommendation*	Primary Responsibility**	Funding Requirements (1987$ x 1,000) 87/88	88/89	89/90	90/91	91/92	92/93
41. Complete accessibility of vessels and terminals on interprovincial ferry services.	Transport Canada/Carrier	Costs are federal/carrier responsibility					
42. Provide accessible terminals with proper visual schedule status display systems and volume control telephones at intercity rail and air terminals.	Transport Canada	---Costs are federal responsibility---					
43. Develop a multi-modal identification card for urban and intercity usage.	Transport Canada	-------Costs included in Item #5-------					
ITEMS COMMON TO URBAN/RURAL/INTERCITY SERVICES							
44. Special needs users should be given priority for use of front bus seats nearest the driver.	Municipal/Carrier	---No significant incremental costs---					
45. All recommendations for #19 to 43 inclusive apply to both rural and urban areas.	Transportation	----Costs included in other items-----					
46.* User subsidies for special needs users who do not have sufficient personal finances to pay full costs.	HCS & Income Assistance	----Costs included in other items-----					
Subtotal for Specific Recommendations		515	1,275	1,425	1,350	1,300	1,400[#] [@]
SPECIAL RECOMMENDATIONS FOR BLIND/VISUALLY IMPAIRED PERSONS							
Airports/VIA Rail/Bus Terminals							
47. Adopt a standardized color contrasting code for terminals.	Carriers, CNIB, C C M T A & Transport Canada Committtes	----Carrier/Federal Responsibility----					
48. In large rail and air terminals, at least one schedule status computer screen should be installed in a critical location at any level.	As for #47	----Carrier/Federal Responsibility-----					
49. The TSIS service (#3) should also act as a referral centre for blind/visually impaired persons.	CNIB, HCS and Federal Government	-------Costs included in Item #3------					
Taxis							
50. Display large "T" on front doors of taxis.	C a r r i e r s , Municipalities, C N I B a n d Transportation	-	20	5	5	5	5[#]
Buses (Urban and Intercity)							
51. Put large print numbers on the side of buses as well as on headboard signs.	Municipalities, CNIB, & Transportation	-	10	2	2	2	2[#]
52. Vehicle operators should announce stop details for these special need users.	Municipalities/ Carrier	---No significant incremental costs---					
53. Expand Recommendation #44 to include provision for guide dogs.	Carriers, CNIB & Transportation	---No significant incremental costs---					
Subtotal for Blind/Visually Impaired Persons		-	30	7	7	7	7[#]

* Recommendations with an asterisk involve demonstration/pilot projects.

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[#] These estimates are tentative as it relates to the latter years of the implementation period. More accurate estimates will be required based on the experience derived from the first year or two of service.

[@] These estimates exclude the $100,000 per year (for all but 92/93) for non-government expenditures associated with Recommendation #39.

Table 4.2

IMPLEMENTATION STRATEGY

Recommendation*	Primary Responsibility**	Funding Requirements (1987$ x 1,000) 87/88	88/89	89/90	90/91	91/92	92/93
SPECIAL REQUIREMENTS FOR THE DEAF AND THOSE WITH HEARING DISABILITIES							
54. Adopt a nationally accepted standard color coding for bus, air and rail terminal schedule status display screens.	Transport Canada & Transportation	--------Federal Responsibility--------					
55. Taxi operators should carry pads/pens for communication with deaf passengers.	Municipalities/ Carrier	---No significant incremental costs---					
56. Expand Recommendation #6 to include public awareness program for the deaf.	HCS, I.A. and Transportation	------Costs included in Item #6-------					
OVERALL TOTALS		940	1,905	1,947	1,852	1,802	1,902[#] [@]

* Recommendations with an asterisk involve demonstration/pilot projects.

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[#] These estimates are tentative as it relates to the latter years of the implementation period. More accurate estimates will be required based on the experience derived from the first year or two of service.

[@] These estimates exclude the $100,000 per year (for all but 92/93) for non-government expenditures associated with Recommendation #39.

Interdepartmental Committee chaired by the Cabinet Secretariat; and, the establishment of a full-time **Transportation Advisor** in the Department of Transportation.

It is also necessary to emphasize the importance of **Recommendation #14.** This recommendation relates to **establishing eligibility** criteria and formulation of specific **guidelines** regarding **all elements of the recommendations dealing with cost-sharing** as it relates to the ability of individuals/families to provide transportation services through their own financial resources. The output of this work is critical to several of the recommendations. The results of work associated with recommendation #14 would obviously have to be available before many others could be completed. For example, recommendation #14 is important to those recommendations dealing with the expansion of "fare" systems (#19 to #24) and those relating to consolidating improvements for many segments of the special needs services (eg. Items #32 to #37). **However, this does not preclude initiation of components of most other recommendations prior to completing #14.**

There are also situations where **little or no significant incremental costs** are required. In these cases, the items should be **implemented as soon as possible** because of the relative ease and lack of major impacts regarding funding implications. Recommendations in this category would include Items #8 through #12, #16 and #17, #21 to #23, #27 and #28, #30 and #31, #34 and #35, #37 and #38 and #44 to #56 (except for nominal costs for items #50 and #51).

In addition, some of the items fall exclusively within the **federal jurisdiction.** For example, Item #43 regarding development of a multi-modal identification card and #54 relating to schedule status display screens in larger terminals outside of New Brunswick are primarily a federal responsibility.

In other cases, the **carriers** have the primary role such as Item #40 which relates to improvements to the bus depots at specific regional

locations throughout the province. As well, there are some recommendations which are basically **joint carrier and federal government responsibilities.** For example, Item #39 and #41 regarding the integration of accessible buses into SMT's fleet, and completion of the accessibility for vessels and terminals in the interprovincial ferry services, both fall in this category. Both of these types of recommendations can be implemented early in the implementation schedule.

It is worthy of note that **ten** of the recommendations provide for **demonstration, or pilot, projects** covering various potential improvements to special needs transportation services. There is **some overlap** in these demonstration projects since, in some cases, more than one recommendation would likely be integrated into efforts to improve special needs transportation services in specific regions. Nevertheless, these recommendations are critical to formulating the **most appropriate** and **cost-effective means** of providing adequate services for the different special needs groups in various regions of the province.

Because of the importance of these services, **local proponent and municipal groups** must play a **key role in initiating** many of the special needs services improvements. These groups should encourage implementation of these activities as early as possible.

The estimated allocation of **additional expenditures** for items identified by these recommendations is evident from Table 4.2. This table clearly indicates an attempt to allocate necessary funds to all areas of the province, both urban and rural. Also, there has been a conscious effort to identify specific needs necessary to expand existing "fare" services as well as to provide for new "fare" services in areas with demands which are currently not served. In this latter category, there is also a specific recommendation (#24) regarding potential "fare" systems in the Edmundston, Campbellton/Dalhousie and Bathurst areas.

Another major component of potential increases in special needs services relates to the **expansion of services** provided by the **school bus**

fleet (Items #25 to #28). Allocation of funds for these items includes provision for assistance in detailed evaluation of options to increase this type of service as well as a preliminary estimate of the incremental costs for providing these services. The actual level of on-going incremental costs will obviously have to be more clearly established from the proposed detailed evaluation. It is also probable that fleet insurance costs could increase by a substantial amount. Provision for this element of incremental cost has not been included in the estimates shown in Table 4.2.

Specific consideration has also been given to the requirements for sheltered workshops. At the same time, these items recognize the need for a dynamic transportation service for this segment of the special needs population. This is necessary because of the transition which is occurring regarding the "normalization" of health and community services. These items have been addressed specifically in recommendations #29 to #32. The emphasis is on integrating these services with others, where possible and appropriate. It has also been recommended that enhancement of service to this segment of the special needs population be evaluated on a demonstration project basis (recommendation #32). In addition to the sheltered workshops, the entire concept of service to, and by, nursing homes, special care homes, senior citizens homes, service clubs and volunteer organizations have all been integrated into proposed demonstration project considerations.

4.4 Summary of Preliminary Additional Costs

Table 4.2 includes tentative incremental cost estimates for each of the fiscal years remaining in the Decade of Disabled Persons. The incremental costs are sub-totaled for:

a). general recommendations;
b). specific recommendations;
c). special recommendations for blind/visually impaired persons; and
d). the overall totals for all recommendations.

It is important to stress that the costs included in Table 4.2 are only those costs which are required by the **provincial government.** The estimates noted for upgrading the SMT bus fleet to include accessible intercity buses have been excluded from the totals because they relate to an item which would not be cost-shared by the province. In all cases involving potential municipal or local group cost-sharing, **only the provincial costs are included** in Table 4.2.

The critical point regarding these tentative provincial government expenditure estimates is the uncertainty caused by the need for additional work on several of the recommendations. This is also complicated by the need to conduct several demonstration projects to more clearly define the costs required for several items. The preliminary estimates included in Table 4.2 indicate that the additional, or incremental costs, of the proposed services could be about $0.94 million in Year One. Costs for Years Two and Three are expected to be between $1.91 and $1.95 million. Those for subsequent years could be less ($1.80 to $1.90 million) due to the elimination of **up front costs.** However, this potential reduction may be more than **counter-balanced** by **increases in the on-going costs** for several items. All cost estimates should be considered as being preliminary until more refined estimates are available based on detailed site-specific analysis and demonstration project results.